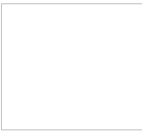
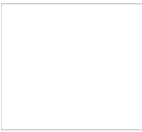




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Brand Excellence Operations

Manual

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History of CiCi's

CiCi Enterprises, Inc. was founded by Joe Croce in March of 1985, with the first opening of a CiCi's Pizza in Plano, Texas. Croce and his partner, Mike Cole, opened a 1,200 square foot, strictly take-out pizzeria and it became an instant success. A couple of years later, they opened a second restaurant which was not only a take-out, but a buffet concept too.

Croce was relentless in his desire to serve his guests and learned early that "enthusiastically working within the four walls to exceed each guest's expectation" was the key to success. Then and now, CiCi's philosophy is to exceed guests' expectations – now understood as "WOW"ing our guests.

Craig Moore joined the company in 1992 as a restaurant manager, and worked his way into ownership and President in 2003. He has seen CiCi's Pizza grow from 30 restaurants in 1 state with 17 franchisees to over 650 restaurants in 32 states with 270 franchisees. Moore oversaw the company's transition from a regional brand to a national chain with restaurants from coast to coast. Moore announced his retirement in 2009 to pursue his long term personal goals.

In 2006, CiCi's introduced the carry-out only To-Go restaurants with 13 operating in Texas, Georgia, Florida, Oklahoma and California.

Michael Shumsky took over the helm as Chief Executive Officer in the fall of 2009. He joined the CiCi's team after serving as CEO of La Madeleine Restaurant, Inc. Shumsky has a deep knowledge of the restaurant industry having worked in senior level positions at top brands, including Sonic Restaurants, Johnny Rockets and Taco Bell.

Since our inception several things have remained constant – we offer team members an intense, challenging, enthusiastic, and rewarding environment. We don't make excuses for situations or failures, we focus on results. What is good enough today, will not be good enough for tomorrow. In an industry as competitive as ours, we need to be committed to staying one step ahead of everyone else and exceeding guest's expectations.

To maintain a low all-you-can eat price requires aggressive execution of all disciplines, efficiencies and cost controls. This requires a hands on, no frills style of management from everyone in order to deliver the very best value anywhere to our guests.

This style of management is intense and challenging, we strive to make it fun and rewarding as well. A CiCi's Pizza restaurant exudes an atmosphere of upbeat fun and enthusiastic focus on our guests. We have fun with our guests! This benefits everyone, our guests love to come into an environment that is upbeat and focused on their every need, while we enjoy creating an environment that makes our guests say, "WOW! How do you do it?"

To create this sort of successful, energized environment requires strong leadership. CiCi's managers are professional, result oriented, with leadership skills that make others want to be a part of their team. Leadership like this has long been the secret of our growth and success to date and will be the foundation of what we become in the future. Welcome to the team!

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CICI'S CULTURE

The CiCi's Experience is the #1 reason guests come to our restaurants. We create The CiCi's Experience by living out our Culture each and every shift!

CiCi's manner of conducting business is in many ways unique within our industry! It is this manner of conducting business that we call our "Culture!" While others refer to those they serve as "Customers" we appreciate them as our "Guests!"

Our "Guests" are treated warmly as they are welcomed into our place of service. For our "Guests" we want only the best. Our pride drives us to insure that our "Guests" are completely loyal and look forward to their return.

We look for opportunities to "WOW!" each of our "Guests". When a "Guest" arrives expecting great pizza, quickly, in a friendly, clean environment we want to find some way to add more to their visit than they expect, we do this by running to get them coffee, milk, special pizzas or anything we can find to make them feel they received more than they could have expected.

- ◆ We are a no excuse management team; it's all about getting results.
- ◆ We are a fast-paced, fun, hard working environment focused on #1 friendly service, #2 quality food, #3 sparkling clean restaurants.
- ◆ We will do "Whatever it takes" to achieve our goals to be the best – UNTOUCHABLE.

If we live our culture, it is our belief that we will be #1 in the hearts and minds of our "Guests", so far out in front of our competition that they will fight over second place because CiCi's is UNTOUCHABLE!

MISSION STATEMENT

Our Mission Is:

"To Do Whatever it Takes to

Exceed Each Guest's

Expectations"



CiCi's Buzzwords

At CiCi's we are a little different. We say things and use words that other people and other companies don't understand. These words have powerful meaning to us at CiCi's Pizza. Below are some of the words you will hear as you embark on your career at The World Famous CiCi's Pizza!

Word/Phrase CiCi's Definition

n. refers to the placement of product in the oven. The back of the product should be flush

Back Flush

with the oven entry. See also oven placement chart

v. the act of taking brownies or cinnamon rolls to local schools or businesses as you Bank Run

deliver the morning deposit. See also LSMWebsite

v. the act of passing out flyers to neighborhoods and businesses in a quick manner. i.e.

Blitzing

We blitzed 1000 homes. See also LSMWebsite

v. seeing and interacting with VIP's inside and outside of the four walls to gain pizza deals

Bull's-eye

to grow sales. See also VIP's

n./adj. A person who has fully committed themselves to CiCi's. To be considered a true CiCi-ite CiCi-ite you have to take off your protective gear and become a complete advocate for

The Brand

n./adj. The EZ3 is bank runs, blitzing, and bulls eyeing. To be successful at LSM you have

EZ 3 Plan

to master the EZ 3. See also LSMWebsite

Adj./v. First In First Out, describes the proper rotation of product in our restaurants, oldest

FIFO product goes to the front, the newest product moves to the back. Also described as using

Full hands In, Full hands Out when bringing items from one area to another

n. refers to the placement of product in the oven The front of the product should be flush

Front Flush

with the oven entry. See also oven placement chart

n./adj. the patrons of CiCi's. We do not use the "C" word at CiCi's; everyone that enters Guests our restaurant should be treated like a guest in our home. This refers to our internal team

members, they are also our guests. See also team member

Adj./v. This is our mentality in our restaurants. Every decision that you make should be Guests First

made for the guests first, if it will negatively impact the guests then change the decision.

n. refers to the placement of product in the oven. The front of the product should be flush

Half way

with the halfway mark in the oven. See also oven placement chart

v./adj. This phrase was coined because we do whatever we need to do to take care of our

Jump the guests. It doesn't mean you have to literally jump over the counter, it means you have to

counter take care of your guests anyway you can. Running to open the door, grabbing a high chair

before the guests ask for one. See also WOW, Whatever it takes, UNTOUCHABLE.

n./v/adj. We want to create loyal guests, not satisfied. Loyal guests will tell others about Loyalty you and they will continue to return time and time again. The number one way at CiCi's to create loyal guests is to interact and use names with them.

n./v/adj. Local Store Marketing is how you generate additional sales for your restaurant, LSM with the use of the EZ3, dough raisers or any other idea that will drive sales. See also LSM website

n./adj. Is an all meat pizza consisting of pepperoni, ham, beef and sausage. This is made Meat as a special request

n./adj. MT is short for Manager In Training. This is an individual that has decided to begin MT a career with CiCi's Pizza in a management position.



MUMn./adj. MUM is short for Multi-Unit Manager. Those individuals are responsible for more than one CiCi's Pizza.

n. OMC is the Opening, Mid-afternoon, Closing Checklist. This is the tool that helps a OMC restaurant set themselves up for success. This should be executed prior to each shift.

Adj./v. The act of leaving the Guests First Intersection to execute the roads in the One minute on, restaurant for one minute, then returning to the Guests First Intersection for one minute, One minute off constantly repeating, also called 1 and 1.

n./adj./v. Positive Energy Transfer, is how we describe the act of overflowing with so much P.E.T. energy and enthusiasm that we transfer it to others. The act of lifting others up through praise and recognition.

n./adj. Brand Excellence Manager is the individual that helps create attack plans to BEM increase sales and performance. They are representatives of the Support Office and work hand in hand with franchisees to grow the CiCi's Brand.

n./adj. Great team members are STARS, this is an acronym for Success, Teamwork, S.T.A.R.S. Attitude, Responsibility, and Stubborn with the standards. To be the best, become certified in every position in the restaurant.

n./adj. Most restaurant companies have bussers or busboys, not at CiCi's, we have Service Service Assistants. These individuals not only play a vital role in keeping our restaurants Assistant sparkling clean, they also deliver a never before experienced level of service as they have the ability to interact with every guests in our stores.

n. We want our guests to have whatever their pizza desires are, so we offer special Special Request requests. We will make whatever type of pizza a guests requests... and it's free! See also WOW, Stubborn with the standards, World Famous.
n. Sales Per Labor Hour is the measurement of Productivity. Take your sales divided by SPLH your labor hours, that equals your productivity.

v./adj. We have many standards at CiCi's Pizza. To be successful you have to be Stubborn With stubborn with them. Do not deviate from what it right and you will be right! Also called the Standards Execution as designed.

n./adj. This is our 8 topping pizza, that other people call a supreme. It contains pepperoni, Super ham, beef, sausage, green peppers, onion, mushrooms and black olives. See also Special requests

n./adj. Some companies call the people who work for them employees, at CiCi's these Team Member people are team members, because we all work together to create The CiCi's Experience.

n./adj./v. This acronym is CiCi's, we want to be so great that we become UNTOUCHABLE UNTOUCHABLE to our competition. Want to know what it stands for? Look for hints throughout the manual!

n. These are the leaders of your community, teachers, preachers, coaches and business VIP's leaders. This is who you seek out on your bulls-eyeing inside and outside your

four walls.

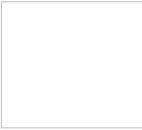
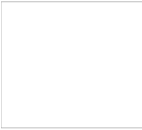
v. Whatever it takes to exceed your guests expectations. If that means going to buy coffee
Whatever it or a birthday cake, then do it! Opening doors, carrying pizzas out to a car are all
Takes examples. See also WOW!, Jump the Counter

Adj. We are only located in the United States, but we want to be so great that we are World Famous World Famous for our Guests Service, Cleanliness and our Amazing Quality. To be world famous you have act like you are. What are you doing right now to be world famous?

n./v./adj. If you deliver a never before experienced level of service you will hear your guests say "WOW!" WOWing guests is about doing little things that are unexpected, WOW!
doing this creates loyal guests. If you become great at WOWing you will become a WOW!
Head! See also World Famous, Jump the counter, Loyalty, Whatever it Takes



IN THE BALANCE



RESTAURANT MANAGERS
Great Managers =
Below Standard Managers = Great Staff =

Turnover/Substandard Staff = SHIFT LEADERS
Great Guest Experience =
Bad Guest Experience = Positive Sales
TEAMMEMBERS
Negative Sales

GUESTS

<-> (+)

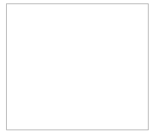
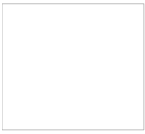
FRANCHISEES

BRAND EXCELLENCE MANAGERS

SUPPORT OFFICE TEAM

Accounting Development Marketing Information Brand Purchasing Franchise CiCi's
And Services Technology Excellence Distribution Services University
Financing Group (JMC)

PRESIDENT AND VICE PRESIDENTS



The CiCi's Guest Promise

WE PROMISE TO DO "WHATEVER IT TAKES" TO EXCEED
YOUR EXPECTATIONS.

TO SAY "HI, WELCOME TO CICI'S".

TO GUARANTEE YOU A FULL-HOT-FRESH BUFFET.

TO USE OUR NAMES AND OFFER TO MAKE YOUR FAVORITE
PIZZA

TO SERVE YOU IN A FUN, SPARKLING CLEAN
RESTAURANT.

AND TO SAY "GOOD BYE, COME BACK AND SEE US".



Carry Out

Telephone Procedures

1. If the telephone rings while ringing up buffet guests and no one can answer it, politely excuse yourself and answer phone immediately and take the order. Never put phone guests on hold.
2. Answer the phone before the third ring and greet with the appropriate phone greeting at all times – whether open or closed for business.
3. Answer the phone by enthusiastically saying, "It's a Great Day at CiCi's Pizza at location. This is your name, how may I help you?"

Ticket Procedures

Use the Guest Order Abbreviation form in the Forms and Charts section of the manual when writing abbreviations. Fill in the following information on the guest check:

1. Time called in (according to wall clock)
2. Time promised to be ready
3. Initials of team member who took order
4. X = Carry Out
DT = Drive Thru
5. Guest name, phone number or cup color (if guest is waiting)
6. Order
7. Symbol Pd if guest paid for carry out order

Finishing the Ticket

1. Always repeat order to guest, using his/her name.
2. Always Upsell a larger size, desserts, wings or any specials that are currently being ran.
3. If you quote a price to the guest, make sure to inform guest the quote was with or without tax and write it on the ticket.
4. Tell guest when he/she can expect the pizza to be ready. DIALOGUE: "We can have that ready for you in ___ minutes." This is not a range, rather an exact time.
5. During non-peak times, mention that the order can be ready in 7 minutes if they would like. Thank the guest for calling.
6. Be sure to notify the manager of any large to go orders or a large number of carry out orders.
7. Double check ticket for legibility and accuracy, give ticket to cook, calling out: "Ticket"
8. If the guest requests their order to be "ready at" a particular time, write R/A and the time to be ready on the back of the ticket. If the order is for that day give the ticket to the cook and let him know the time the order should be ready.
9. If you take an order that is an R/A for another day alert a manager.

Carry Out Time Communicated

Current carry out times should be continuously communicated to team members dealing with

orders. A Carry Out time is a promise...don't break it!

1. Keep carry out times to 7 minutes whenever possible.
2. Communicate verbally to the cook, register, and carry out person.
3. Below are examples of ways to estimate carry out times.

Take into consideration fluctuation in buffet traffic, sales flow/Health of your buffet/Number of Specials

(as these take priority over carry out orders)/Experience of your cook/Number of carry out tickets

4. Continuously update times either UP or DOWN as needed to your team.
5. Periodically check how accurate the quoted carry out time is by checking a finished order at the cut station for time completed vs. time quoted.

Carry Out Box Procedures

1. All products (deep dish and round) are placed in the appropriate size carry out boxes.

2. After properly cutting the product, wipe your hands on a clean, dry towel before handling boxes so that no grease or fingerprints stain the box.
3. Next, slide to go products into the appropriate size box.
4. Deep dish products should run long ways in box from front to back.
5. Before closing the box lid, wipe your hands to ensure cleanliness and proper presentation of box.
6. Check the box for eye appeal.
7. Remove black olive from crust if applicable.
8. Match pizza order with appropriate carry out guest check.
9. Place guest check facing out, in top box of order.
10. If order is not paid, then place on the carry out warmer.
11. If order is paid, notify manager and/or guest greeter immediately.

ALWAYS PAY SPECIAL ATTENTION WHEN CUTTING SO THAT ALL SPECIAL REQUESTS AND

CARRY OUT TICKETS ARE HANDLED PROMPTLY

Guests Shown Pizzas at Register

1. Bring order to the carry out register.
2. Repeat order back to guest while showing guest all items in their order. This allows you both to visually inspect items for freshness and correctness.
3. Insist on making a new pizza if the order is cold.

Cheese and Pepper Offered

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1. Ring up order; attach receipt to back of ticket.
2. Offer guest cheese and red pepper.
3. Give guest a carry out menu with their order, thank guest and ask him/her to return soon.
4. Place ticket in ticket file.

When the Guest Asks if You Deliver

Let the guest know, "Although we don't deliver, we have the tastiest pizza in town for the best price in town -

and we can have it ready in just _____ minutes!"

When a Guest Arrives During Non Buffet Hours

Always offer our "all you can eat" concept during non-buffet hours. If a guest comes into the restaurant

during this time WOW! them.

1. Offer each person "all you can eat" at our everyday low buffet price.
2. Let the guest know they can have a salad while they wait.
3. Offer a small pizza for 1, large pizza for 2, two large pizzas for 3-4, three large pizzas for 5-6, etc.; all

you can eat thereafter.

4. For more variety while not over serving guests, build ½ and ½ pizzas.

5. For groups, offer desserts, garlic and pasta in place of extra pizzas.

6. Be prepared to issue carry out boxes for leftovers to those who have arrived 15 minutes prior to closing.

NEVER LET A GUEST LEAVE DURING NON-BUFFET HOURS WITHOUT OFFERING HIM OR HER A

PERSONAL BUFFET.

When a guest is placing a carry out order at the Register

1. Follow carry out ticket writing procedures.
2. Give the guest a colored special request marker and write the color of the marker on the ticket in place of the telephone number.
3. Ring up guest and staple register receipt to the back of guest check.
4. Stamp PD on the guest check and give to the cook
5. Inform guest when the order will be ready and offer guest a complimentary soft drink while they wait.
6. As soon as order is ready, repeat order back to guest while showing guest all items in their order. This

allows you both to visually inspect items for freshness and correctness.

7. Give guest carry out menu with their order, offer cheese and pepper.

8. Thank guest and ask them to return soon. Place ticket in ticket file.

When the Guest Arrives to Pick Up A Carry Out Order

1. Greet guest properly and ask guest's name.

2. Compare to names on guest checks in the following locations:

1st: Carry Out warmer 2nd: Cut ticket rack 3rd: Cook ticket rack

If the Ticket is found on the Cut or Cook Ticket Rack

1. DO NOT REMOVE TICKET!!!
2. Mark order PAID with stamp or write it with a pen.
3. Repeat the order back to guest and ring up the order
4. Offer guest a free soft drink while they wait.
5. As soon as the order is ready, locate your guest IMMEDIATELY.
6. Repeat order back to guest and show guest all items in order. This allows you both to visually inspect
- for freshness and correctness.
7. Offer guest cheese and red pepper.
8. Thank guest, give them a carry out menu, thank them for their patience, and ask them to return soon
9. Attach receipt to back of ticket and place ticket in the ticket file.

How to Find a Lost Ticket

1. Ask the guest, "What was your order or could it be under another name?" Then attempt to locate the order under the second name.
2. If order cannot be found after step one, place the order with the cook immediately and inform the guest that you have done so.

3. Ask the guest, "What is your home phone number?" and attempt to locate the order using the phone number.
 4. If ticket cannot be found or if guest does not know the contents of the order, ask the guest if he/she would like to call home.
 5. Inquire if the order could have been placed at another location; offer to call local CiCi's as a courtesy to the guest. Be aware this could insult the guest; be careful how you approach this situation.
 6. Once the ticket is found, follow standard to go procedures.
- If No Ticket Can Be Found
1. GET A MANAGER IMMEDIATELY!!!
 2. If necessary, refer to "Guest Concerns" section in this chapter.
 3. Write up new guest check and have cook make order immediately. This ticket takes priority over other tickets.
 4. Advise guest when pizza will be ready and offer a complimentary soft drink or pizza while they wait
 5. Give the guest a colored special request marker and write the color of the marker on the ticket in place of the telephone number.
 6. As soon as the order is ready alert the guest.



Drive Thru

When the Guest Arrives at the Drive Thru

1. Greet all guests within 5 seconds once they arrive at the drive thru.
2. Always smile, make eye contact, and greet guest with an enthusiastic "Hi, welcome to CiCi's!" - Be friendly, but be sincere.
3. If Drive Thru Guest arrives while ringing up buffet guests, politely excuse yourself and serve the Drive Thru Guest.

If the Guest Would Like to Place an Order

1. Follow carry out ticket writing procedures.
2. Write "DT" on the ticket for Drive Thru.
3. Ring up guest and staple register receipt to the back of guest check.
4. Stamp PD on the guest check and give to the cook.
5. Inform guest when the order will be ready. You can WOW! the guest by giving them a free drink or buffet items while they wait.
6. As soon as order is ready visually inspect items for freshness/correctness, repeat order back to guest.
7. Offer guest cheese and red pepper.
8. Give guest a carry out menu with their order, thank guest and ask them to return soon. Place ticket in ticket file.

If the Guest's Order is Ready When They Arrive:

1. Ring up guest and staple register receipt to the back of guest check.
2. Inspect items for freshness/correctness. Repeat order back to guest.
3. Offer guest cheese and red pepper.
4. Give guest a carry out menu with their order, thank guest and ask them to return soon. Place ticket in ticket file.

If the Guest's Order is Not Ready When They Arrive:

1. DO NOT REMOVE TICKET!
2. Mark order PAID with stamp or pen and write "DT" on the ticket.
3. Ring up guest.
4. Inform guest when the order will be ready. You can WOW! the guest by giving them a free to go drink or buffet items while they wait.
5. As soon as order is ready visually inspect items for freshness and correctness and repeat order back to guest.
6. Ask if guest would like cheese and red pepper.
7. Give guest a carry out menu with their order, thank guest and ask them to return soon. Place ticket on file.

If There is More Than 1 Guest in Line at the Drive Thru

If guest at window has more than 2 minutes remaining before their order will be completed:

1. Inform guest when the order will be ready. You can WOW! the guest by giving them a free drink or buffet items while they wait.
2. Inquire if guest would like cheese and red pepper.
3. Write make and color of car on guest check.
4. Ask guest to pull into one of the designated carry out parking spaces.
5. As soon as order is ready visually inspect items for freshness and correctness. Take order to guest and

repeat order back.

6. Give guest a carry out menu with their order, thank guest and ask them to return soon. Place ticket in ticket file.

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Interaction and Special Needs/WOW!'s

The four keys points of Service are Interaction, Special Needs/WOW's, Register, and Carry Out.

Remember when it comes to service to have that Jump The Counter mentality. Never underestimate the positive impact that a genuine desire to be of service can have on our guests

"You will never have a second chance to make a great first impression with each and every guest."

Sincere Greetings

1. Greet all guests within 5 seconds once they enter the restaurant or if in a line, as soon as they approach the register.
2. Always smile, make eye contact, and greet guest with an enthusiastic "Hi, welcome to CiCi's!" - Be friendly, and sincere. The intention is to welcome your guests, not to be obnoxious.
3. If you are close to the door when a guest enters, hold the door open.

Exits

1. Guests receive exit salutations, from management and team members, unless calling out to the exiting guest is annoying to other guests.
2. Guests are thanked and invited back to visit the restaurant again soon.
3. If you are close to the door when the guest exits, open the door for them.

Guest Interaction

The stocker must make eye contact and greet every guest. Ask them how they are doing or point out specific items on the buffet

1. Inform ALL guests of new or special products and offer them some.
2. Offer items that are close to 25 minutes old.
3. Use guest's name if you know it, and use your name when interacting.
4. Inquire as to quality of guest's visit.
5. If in the dining area you may offer remove plates, glasses, trays, etc.

Special Needs/WOW!'s

One of the things that sets CiCi's apart from the rest is our desire to WOW! every guest and make sure that we take care of any special need they may have. Listed below are several ways to insure that we are catering to our guests needs.

Insure that any guest with a special need has that need met. These groups can include, but are not limited to:

1. The elderly.
2. Parents with small children.
3. Large groups or Carry Out orders.
4. The physically challenged.
5. Expectant mothers.
6. Anyone else who might need some assistance.

Things that can be done to help depending on the situation:

1. Drinks refilled by team without the guest getting up.
2. Trays taken to tables.
3. Buffet and salad bar items placed on plates for guests.
4. Tables pulled together for groups.
5. Entire pizzas taken out and left at tables (especially good for groups).

6. High chairs/booster seats or slings brought to guests at their table.
7. Keep an umbrella on hand to help your guests to their cars when needed.
8. Open doors.

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Preparing to Serve the Guests

INTRODUCTION

I'm a very nice guest.
 I never nag. I never criticize.
 And I wouldn't dream of making a scene,
 As I've seen some people do in public places.
 I think that's uncalled for.
 No, I'm the nice guest. You all know me.
 I'm the one who never complains, even if
 No one gives me any attention or service...
 Your restaurant is filthy...
 Your buffet is empty...
 Or your pizza tastes like cardboard...
 And I'll tell you who else I am...
 I'm the guest who never comes back!
 Oh, and by the way -

I TELL ALL MY FRIENDS!

It is not only the loud cries of a dissatisfied guest that should ring an alarm, but the deafening silence of the guest who chooses not to return. What separates CiCi's from the competition is the high level of service we provide our guests. Never underestimate the positive impact that a genuine desire to be of service can have on our guests!
 Preparing to provide extraordinary service to the guest
 Train & certify team members, insure all tools & equipment are available prior to the shift including:

Pens Carry Out menus
 Paper clips & stapler Clock set to correct time, visible for team members
 Register tape taking orders
 Cash drawer log sheets Container to hold completed tickets
 Guest check ticket books Enough prepped boxes for projected sales
 PAID stamp or red pen All smallwares needed for guests
 Carry Out cheese and pepper Extra napkins, tongs and serving pans for garlic
 Carry Out containers, cups and lids for A clean uniform
 each An EXTRAORDINARY ATTITUDE

Staff Readiness Inspection

Inspect readiness level of team members per work schedule policy prior to their assigned shift. With regard to uniform, grooming and attitude:

1. Visually inspect each team member for uniform and grooming in accordance with the dress code in the Policies & Procedures section.
2. Check personal attitude, demonstrated by specific behaviors, of each team member for pleasant disposition, ability to focus on work and a readiness to serve the guest enthusiastically.
3. If a team member does not meet the expectations, resolve grooming or appearance concerns and motivate team members to improve their guest first attitude.
4. If the standards of appearance and attitude are not met, send the team member home and immediately call another team member to cover the shift.
5. Document the incident, place in team member's file and write in Communication Log.

Shift Meetings

Pre shift meetings should be held before each shift. Shift meetings should educate, communicate, and motivate the team members. As a manager you must show high enthusiasm.

1. Educate - new procedures, focus of the day, manual revisions, new products, etc.

2. Communicate - Large carry out, large parties, special events, etc.

3. Motivate - through recognition, the CiCi's cheer, and self-enthusiasm.

A Guest Loyalty report is great information for the team, and can be used in all categories. A shift meeting

should last no more than 60 seconds, and be oriented to the group instead of the individual.

Atmosphere

Maintaining the appropriate atmosphere means that the restaurant is staffed, cleaned, and stocked

properly so that guests' needs are exceeded.

1. Staff and Management are enthusiastic, friendly and attentive.

2. Restaurant provides a comfortable atmosphere with appropriate levels of the stereo and TV (both with

family-oriented programming). To protect yourself from re-occurring royalty fees, music should be

provided by a licensed provider. 30-minute sit-coms, sports, or cartoons are preferred.

3. Temperature in the restaurant is comfortable for guests (76°-78°). The location of thermostats (near

extremely hot or cold areas of the restaurant) can affect the average temperature in the dining room.

4. All areas clean and organized, especially those in guest's view.

5. Restrooms are sparkling clean, stocked and maintained.

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Register

Greetings and Exits

CiCi's has long been dedicated to serving our guests with sincerity, welcoming them into our restaurants' as they would be welcomed into our homes. Joe Croce, the founder of CiCi's once said, "Whatever it takes to exceed the guests expectations within our four walls." This is what CiCi's strives for everyday. To WOW! our guests, make them comfortable and give them a great quality product that they can afford. By sincerely saying "Hi, welcome to CiCi's" or "Bye thank you" we are not only touching each guest that enters our restaurant, but we are making them remember that they are always welcome and we will do whatever it takes to exceed everyone's expectations!

"Are you familiar with the buffet?"

1. Ask each guest if they are familiar with the buffet. If they answer yes, smile and say "Thank you, enjoy your lunch/dinner."
2. If they answer no, state the price of the buffet, explain that the buffet includes all the pizza, pasta, salad, and dessert they can eat. Explain that soft drinks are additional and direct them to the beverage center. Give them your name and tell them you will be happy to help with anything they need. Alert the manager so he can welcome them.
3. Always suggestively sell sodas or tea. Example: "Would you like a soda or iced tea with your buffet?"
4. Inform ALL guests of new products.
5. Always give buffet guests their register receipt.

Cash Drops

When the register has more than \$400.00:

1. The Guest Greeter calls a manager over to the register.
2. When the manager arrives, the Guest Greeter counts out an amount to drop, which will bring the register to less than \$200.00 and writes the amount of the drop in one of the "drop" columns on the Cash Drawer Log Sheet.
3. The Manager then counts the drop and immediately places the money in the safe.
4. Both Manager and Guest Greeter initial the appropriate column (M for manager and GG for Guest Greeter) beside the amount dropped on the Cash Drawer Log Sheet.
5. The manager is responsible for insuring that the register does not exceed \$400.00.

Ring up Buffet Guests

1. Ring up buffet guests with the pre-programmed buffet/drink keys.
2. Anyone 11 or older is charged the adult buffet and drink price
3. Anyone from 4 to 10 is charged the child buffet and drink price
4. Anyone 3 or younger eats for free, but is charged for a drink if they desire.

Avoiding Over-rings

1. Ask the ages of the children.
2. Confirm drink selections with each member of the party.
3. Repeat the order back to the guest BEFORE you ring it in.

Lines of 15 or more or stopped lines at The Buffet Register

If a line of 15 or more people forms, or if the line is stopped with ANY number of people,

execute the

procedures below:

1. DURING LUNCH: Open second register to speed guests through line. Be sure your buffet is ready to handle the extra volume of a second register. If second register is already open, refer to "DURING DINNER" below.

2. DURING DINNER: Serve garlic bread or pizza to the line.

Lines of 3 or More at the Carry Out Register

1. Managers or guest greeters should respond when a line of 3 or more forms at the carry out register. Do this by finding out guest's names and ensure orders are quickly and efficiently completed and given to guests.

When the Guest Orders a Pick 6

1. During buffet hours guests may order a Pick 6.

2. It has 6 slices or 5 slices and a salad for the price of an adult buffet.

3. Two pieces of garlic bread or desserts may be substituted for a slice of pizza. Pasta may be substituted for salad.



Special Requests

At CiCi's Pizza we pride ourselves on being so extraordinary that we make the guest say "WOW!" One way that we WOW! our guests is to fulfill their pizza craving! We will make the guest whatever they desire; this is called a special request. Special Requests, when executed properly, are a way that we set ourselves apart from our competition. They allow us to exceed every guest's expectation.

If a Guest Requests a Certain Type of Pizza:

- Look to see if the pizza is already on the buffet. If so, direct the guest to the pizza
- If the pizza is not immediately available, a special request slip must be filled out following the special request procedures.
- Always assume 3 slices of pizza to be delivered unless the guest specifically requests more or less.
- Special Requests must be at the guests' table within 10 minutes of placing the order!

Writing Special Request Tickets:

- Most importantly ask for the guest's first name!
- Give the guest a table marker and repeat the order, "Pam, please place this on your table and I will have your PSJ pizza out to you in just a few minutes! If you need anything else my name is _____!"
- Every special request ticket must have:

Guest's Name

o Marker Color & Number

o

o Time Order was Placed

Your Initials

o Type of Pizza

o The # of Slices Requested

o

- Once the ticket is written give it to the cook!

Delivering the Special Request:

•

The manager should always try to deliver special requests to the guest's table.

- Place the appropriate amount of pizza on a plate, no more than 3 slices per plate. DO NOT

STACK SLICES!

- If the guest requests the whole pizza, you may deliver the pizza to the guests table on a clean

pizza pan, REMOVE BLACK OLIVE & SCREEN BEFORE DELIVERING SPECIAL TO THE

GUEST!

- Deliver the special to the table using the guests name, "Pam, here is your PSJ pizza, please let

me know if there is anything else I can do for you, remember, my name is _____!"

- Remove table marker and return to buffet.

- ALL SPECIALS SHOULD BE DELIVERED TO THE GUEST WITH IN 10 MINUTES OF PLACING THE ORDER!

MANAGING SPECIAL REQUESTS SUCCESSFULLY

The purpose of special requests is to WOW! the guests! To be successful in WOWing guests and

managing specials use the tools that are available to you:

- Have flexibility with your rotation chart – If your guests are requesting a certain pizza, then use

the managers special slot on your rotation chart to fulfill their need.

- Have knowledge of your guests – Know your guests names and what types of pizzas they love,

then have it waiting for them when they arrive at their table!

- Maintain a fresh, hot, full of variety buffet – Utilize the Production Chart, the windows to monitor

guest flow, and the Buffet Rotation Chart!

A successful CiCi's Restaurant will be able to execute special requests and maintain a great buffet in a manner that is extraordinary!

At the Register:

- The guest greeter should not be placing special request orders; instead they should promote specials and refer guests to the stocker/manager.
- Guest Greeter script at the end of the transaction is, "If you don't see your favorite on the buffet let us know and we will make it for you!" or "If you don't see what you like, just ask (Name) and they will take care of you!"

At the Buffet:

- Sincerely interact with the guests and they will know that we are there to exceed their expectations.
- "How is everything today? Great! My name is _____, if there is anything you need just let me know!" or "If you can't find what your looking for just let me know, my name is _____!"

Special Requests are Special because we use the guests name and our name during all points of interaction! Special Requests are a WOW! because we guarantee a guests special to be delivered within 10 minutes!

CiCi's people go to Extraordinary lengths to make our guests feel special!

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Turning an OW into a WOW!

Most guest concerns begin as a request. For whatever reason, we told the guest no. Just know this, the answer is NEVER NO! It is either YES or you to find an ALTERNATE SOLUTION. When we tell guests no, we are not exceeding anyone's expectations. We should be extraordinary in our efforts to do whatever it takes for our guests. For you to drive guest loyalty in your restaurant you will have to know how to handle guest concerns. At CiCi's we use the 4 A's. The 4 A's are an easy way to handle an upset guest and solve their concern. The goal is that the guest leave happy. You have to turn those OW's into WOW's. Now let's break down each of the A's and see how to solve any issue that may arise in your store.

· Acknowledge:

- Identify yourself to the guest and let them know you would like to help. DO NOT GET DEFENSIVE!

You cannot take the concern as a personal attack. You should look at the concern as a GIFT. The guest is giving you a gift, an opportunity, to save them as loyal guests.

- Look the guest in the eye. If they are seated, get down to eye level with them; you do not want to make them feel intimidated. They should feel the concern and sincerity you have for them.
- Listen. The guests just want to be heard. Listen. Nod your head. You should be present to the guest during this time.

· Agree:

- The guests need to know that you are on their side. Express concern and understanding to the problem. Let them know that you would be upset if you had experienced the same problem. You have to "Fall on the Sword", it may not be your fault that there was a concern, but you have to accept it. You have to agree that there is a problem.

· Apologize:

- Apologize with sincerity. Let the guest know that you want to correct the situation. DO NOT PUT YOURSELF IN A LEGAL SITUATION BY ACCEPTING BLAME. Apologize for the incident happening to them in your store.

· Act:

- Do not make excuses. Do not blame others (your franchisee, another guest, corporate office, etc.).
- This is the most important of the A's. If you do nothing, you lose the guest and countless others. You must act!
- Handle the situation immediately and calmly.
- Once the concern is resolved thank the guest for their concern and insure that the guest leaves happy. Do whatever it takes to WOW! the guest.
- Document information, taking the guests name, address and phone number if a response or follow up is needed.
- Call your BEM or franchisee, as they may prefer to respond personally.

If any guest wishes to have the corporate office address or telephone number GIVE IT OUT! If you are a franchise store, direct them to your franchisee first. If that does not satisfy the guest give them the corporate address or telephone number. Address concerns to:
CiCi Enterprises, Inc.
1080 West Bethel Road

Coppell, TX 75019
972-745-9319

Do whatever it takes to resolve guests concerns right now!

"It is impossible to win a

fight with a guest and

keep them"
—Jeffrey Gitomer

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Common Guest Request

Remember Our Mission Statement

"To Respect Everyone And Exceed Their Expectations"

NEVER take a request as a personal attack. Keep in mind when a guest has a request in your restaurant it's an opportunity; it's a GIFT that allows you to create another loyal guest for life.

• Reservation:

Request -

It's Friday night at 7:00 PM, the dining room is full, you have a carry out order of 25 large pizzas, there are 15 guests in line and another guest has a party of 15 and asks to speak to the manager. The guest informs the manager he has a reservation; however we do not take reservations. How do you handle this guest request?

Response-

- First isolate the situation.
- Let the guest know when you will be able to seat their party.
- Offer them something to pass the time while they wait.
- Garlic Bread or pizza
- Drinks
- Tokens or quarters for the games
- Communicate with the service assistant to allow them to help prepare tables.
- Work the dining room to ensure you keep your promise to the guest.
- Follow up with the party once they are sat to make sure they are WOW'ed.

Special Request:

Request -

It's Sunday at 1:00 PM, the restaurant is very steady, a guest walks up and says they have been waiting for 20 minutes for a Super and doesn't want to wait any more. You don't have the super cooking, how do you respond? Keep in mind the guest is ready to leave.

Response –

- Apologize for YOUR mistake and let them know you'll fix it right away.
- Start the pizza cooking immediately no matter what.
- Refund their buffet.
- Personally take their pizza to them, if necessary box it up.
- Offer buffet passes for their party's next visit.
- Be sincere and let them know you appreciate them giving you a second chance to exceed their expectations.
- If you do box it up for the guest, throw in an order of cinnamon rolls.

Wrong Carry Out Order:

Request -

It's Thursday at 6:00 PM and the phone rings, the guest begins to tell you the pizza they received was incorrect. They are not going to be able to come back to pick up the correct order and still need to eat. How do you respond?

Response –

- First listen to what made the order incorrect.
- Make notes to what the guest ordered.
- Let them know you'll get them the correct order.
- Get all their address information.
- Make the correct order
- Have someone (another manager, franchisee, cab, etc.) take the correct order to him or her along with some dessert or buffet passes.

The Guest challenges the manager on a price change:

- Request –

Susan a regular guest has been coming in for years and getting charged \$1.99 for a carry out salad and the new price is \$2.99. She's not happy and doesn't want to start paying a \$1.00 more. How do you respond?

Response –

- Susan let me take care of your salad today to offset the price difference of your next 3 salads. This allows her time to get used to the price change and to know you care about her.



Guest's are eating and didn't pay.

Request –

Your guest greeter has informed you that the couple sitting by the beverage station didn't pay and are coming to the buffet for the second time. How do you respond?

Response –

- Treat the guest as if it is their first time eating at CiCi's.
- Introduce yourself and learn their names.
- Explain to them how the buffet works with a complete explanation.
- Offer to take their payment to the register for them.

The Guest is upset with the ATM fee:

Request –

A guest at the register is complaining to your guest greeter about the .99 cent transaction fee from your ATM machine, you over hear. How should you respond?

Response –

- First introduce yourself as the manager.
- Let the guests know you understand why they would be upset about paying an extra dollar" just to eat at our restaurant" and to offset that cost you will not charge them for a drink.
- Be sure to get their name so you can address them by it in the future.

The Guest says the other manager was rude yesterday:

- Listen to the guests concern
- Don't make excuses for the managers behavior
- Let them know you will personally teach the manager how to handle their request.
- Send them buffet passes for their party to come in again.
- Let your Franchisee know so he or she can follow up with the guest and help coach the other manager on how to handle guest request.
- Review guest request scenarios in your weekly managers meeting.

The Guest has a piece of plastic in their salad:

- Apologize and offer to get the guest another salad with fresh lettuce.
- Let the guest know you will immediately discard the lettuce on the salad bar, and then take action.
- Follow up with the guest with a buffet pass and let them know you appreciate them bringing the situation to your attention.
- Learn the guest name so you address them by it in the future.

The Guest is drinking a soda in a water glass:

- Introduce yourself and get the guest name to allow you to reference them by name in the future.
- Always assume either we made a mistake or the guest didn't know the CiCi's process (don't jump to the conclusion that the guest is a thief).
- Apologize for OUR mistake and offer to switch out the water glass for a drink glass.
- Explain to the guest where the water is located, and explain how the buffet works.
- Apologize for the confusion; let the guest know that you will be glad to help them with anything else they may require.

Guest is upset about the new salad bar:

- We changed to keep up with trends and to make room for new items, so we can maintain our low buffet prices. However, that is not to say that we are not happy to accommodate you in any way possible.
- We can still make you a personal salad, what would you like it on?

A guest wants the old garlic bread:

- We have made some changes to the buffet and this is our new garlic bread. Give it a try and let us know what you think!
- I can make you a special request for our cheese bread

Focus on the 99% of

Guests that are

GREAT
Not the

1% that are not!

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Opening/Closing Salad Bar

Opening the Salad Bar

1. Prepare appropriate number of salad topping back-ups.
2. Set salad bar temperature to yield 33° - 40° for all toppings and salad.
3. Test salad bar temperature using a calibrated thermometer.
4. Check to ensure salad bar crocks were flipped at closing.
5. Fill all crocks and salad items so they are slightly mounded.
6. Fill oil/vinegar and garlic granule containers and insure their cleanliness.
7. Turn on salad bar light and insure it is in working order.

Maintaining Salad Bar

1. Salad should be slightly mounded during buffet hours. When salad is level with the rim of bowl it is considered ½ empty. The exception is the Signature Italian and BLT salads, which vary in fullness depending on volume.
2. Re-stock all condiments on or in the salad bar when half empty.
3. Fill dressings when half empty. Dressings should be filled leaving a ½ " rim at the top of the crock. Do Not Overfill Dressings!
4. Periodically sift croutons on the salad bar by placing a pizza disk over the top of crouton container and shaking it upside down over a trash can until all crumbs are gone.
5. Clean sneeze guard periodically using glass cleaner and a clean towel. Spray glass cleaner onto clean towel, rather than onto sneeze guard to avoid contaminating the salad items.
6. Periodically clean salad dressing handles and crock rims with a clean napkin to maintain a clean fresh appearance.
7. The salad bar and buffet should be continuously monitored for cleanliness, and should be wiped down at least every 5-minutes.

Closing Salad Bar

1. At close, top all crocks off so they are level. Flip into clean crocks. Remove any spoiled or contaminated product after flipping. Cover with plastic wrap and use to open salad bar the next day.
2. Clean all components of the salad bar with Power Foam.
3. Clean sneeze guard with glass cleaner and paper towels.

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Oven Setup

Setting the Oven

Lincoln Ovens

Refer to the Oven Finger Configuration Chart in the Forms Section for Finger Placement.

In an empty, heated oven, set time and temperature:

Time in 4:45 minutes

Entrance temperature 475 °

Exit temperature 475°

Middleby Ovens

In an empty, heated oven, set time and temperature

Time in 4:45 minutes

Oven Temperature is 470°

BOFI Ovens

In an empty, heated oven, set time and temperature

Time in 4:50 minutes

Oven Temperature is 480°

Oven Calibration

1. Check the fluctuations and adjust accordingly.
2. After time and temperature are constant and correct for 10 minutes with no adjustments, the oven is ready to cook product.
3. Monitor pizzas to ensure they are golden brown on the crust, and the bottom and that there is no burnt cheese or burnt toppings on pizza.
4. There is an allowable variance of +/- 20 degrees to allow adjustments for cooking to the proper color and consistency. If the oven has to be adjusted beyond 20 degrees, check the finger set up and oven cleanliness. If that checks out OK, we would recommend a service call to check calibration.

Pizza Color

Pizzas should be a golden brown on the crust, and the bottom. Cheese should meet "white cheese in, white cheese out" standard, no burnt or scorched cheese.



Pasta Setup for Daily Usage

Pasta Well Daily Usage

1. Fill pasta wells with 2" of water and turn on to labeled setting.
2. Place a solid 6" deep stainless steel ½ pan into warmer.
3. Place a perforated 4" deep stainless steel ½ pan into the solid pan.
4. Pour water through the perforated pan until 1/8 of water rises through the bottom of the pasta warmer.
5. Place a thermometer through the perforated pans, temperature should be 150° - 160°.

Pasta Sauce Wells Daily Usage

1. Pour water into the bottom of each pasta sauce well, approximately 2".
2. Place a Bain Marie ½ full of water into one preheated well for Alfredo with lid.
3. Place an empty Bain Marie and lid in the second pasta sauce preheat well with lid for red pasta sauce.
4. Place a Bain Marie in each pasta sauce serving well with a 2 oz ladle.
5. Turn all wells on per labeled settings, temperature should be 150° - 160°

Pasta Cooking Procedure for Pasta Bar

1. Fill ½ stainless non-stick pan with appropriate amount of pasta for expected flow of business. Never more than ¾ full.
2. Pour 16 oz of water into pan with pasta. Cover with stainless ½ pan lid and place in the oven with the back of the pasta pan even with the oven entry, 3/4 pass. Drain excess water from pan (When pasta completes 3/4 pass in oven immediately place into pasta serving warmer. May be consolidated with small amount of existing pasta if it has not begun to dry out or break apart (less than 30-minutes old).

Pasta pan should never exceed more than ¾ full.

PASTA BAR PASTA HAS A 30-MINUTE HOLD TIME

Pasta Bar To Go

Fill 7" carry out container ¾ full with hot pasta. Cover with 2 full ladles of sauce. Ask the guest what type of sauce they would like and if they want the pasta topped with cheese. (1oz). Do Not run through oven, cover and serve to guest.

Initial Temperature Set Up Procedure

1. Fill the bottom of the wells with 2" of water.
2. Place solid inserts into the wells, including wells where you will be using perforated pans to serve pasta.
3. Fill each solid container ½ way with water.
4. Place the thermometer into the water. Turn on the wells.
5. The water inside the solid pans should be heated to 150° and be maintained at that temperature for 2 hours. Once that occurs, mark your dial setting with a permanent marker.

Initial Temperature Set Up for Pasta Sauce Pre-Heat and Serving Station

6. Fill the bottom of the wells with approximately 2" of water.
7. Place Bain Marie into wells and fill ½ full with water.
8. Place a pocket thermometer into water.
9. Turn on temperature and adjust so water in Bain Marie maintains 150° for 2-hours.
10. Label settings for daily usage.

Pasta Sauce Heating

SHELF LIFE END OF DAY WHEN HEATED

Marinara Pasta Sauce

1. Warmer should be pre-heated to 150° Turn on 1 hour prior to heating sauce. Fill warmer with approximately 2" of water before turning on and in set with a Bain Marie.
2. Fill Bain Marie no more than ¾ full with pasta marinara sauce and heat to at least 150° prior to use, stir sauce approximately every 5 minutes to ensure proper heating of sauce (about 45 minutes). When

sauce reaches at least 150° move to front serving container and repeat back up pre-heating process as volume dictates.

3. Quick heating procedures – fill 4" stainless half pan no more than ½ full with sauce. Cover and run through oven 1 full pass. Pour heated marinara sauce into pre-heating container until it reaches at least 150° and then transfer to serving container.

4. If re-heating sauce, it must be run through the oven to reach the temperature of 150° – 160°. DO NOT RE-HEAT SAUCE IN PASTA WELLS.

Note:
Sauces may be consolidated by pouring old sauces on top of new. It is important not to scrape the old sauce container.



Receiving and Check In

A standard is the criterion against which all things are measured. There is only one standard of quality for our product, service, and cleanliness. The level of execution to meet the standard may vary, as we strive toward 100% adherence, but the standard never wavers.

Receiving

Only use vendors and products approved by CiCi Enterprises, LP

Prepare

1. The night before the delivery, clean and organize shelves.
2. Separate oldest product for proper rotation.
3. Scrub all racks, walls, shelving and storage while minimum product is on hand.

Organization

1. Set up all shelves in the restaurant using the Shelving Schematics in the Forms Section of the manual.

Verify

1. Verify that all products received match the product invoices regarding price, specs and completeness.
2. CORRECT any variances on invoices before signing them.
3. Follow up on all products not delivered with the vendor, BEM and/or Franchise

Check In

Dry Goods

1. Look for damage to the container. Any dents or tears on the outside are a good indication that the product has been damaged on the inside.
2. As swollen can or bottle can be a sign of biological contamination.
3. Dented cans develop microscopic cracks allowing bacteria to enter and grow.
4. Look for evidence of leakage from the container. If any liquid soaked through the package, check for rusty cans and water spots on non-perishables.
5. Any damaged goods should be labeled, "DO NOT USE", and set away from other products for credit.

Perishables

Meats – In an undamaged container with no mold or bad smell.

Pizza Cheese – No less than 2 weeks and no more than 6 weeks old from date of manufacture, container

undamaged, good color and smell. No moisture or mold.

Cheddar Cheese – No less than 30 days and no more than 6 months from date of manufacture.

Spinach – Fully frozen when delivered.

Flour – No damage, tears or leakage.

Produce

Salad Mix – Free of insects and excessive moisture, no evidence of browning, wilting or slime, mix of 1 x

1 ½" chopped lettuce, 10% carrots and red cabbage.

Shredded Lettuce – Free of insects and excessive moisture, no evidence of browning, wilting or slime,

3/16" cut.

Mushrooms – Loosely packed, free of moisture, clean white in color with no excessive browning, 1/8" slice.

Green Peppers - Deep green color, slivered 1/8" strips 2" – 3" in length. No excessive moisture.

Red Onions – Slivered bright purple in color, 1/8" strips 2" – 3" in length. No excessive moisture.

Mushrooms – Loosely packed, free of moisture, clean white in color with no excessive browning,

1/8" slice.

Broccoli - 1" – 2" size florets, firm, not slimy, no yellowing.

Romaine – Dark green cuts no evidence of browning, wilting or slime, mix of 2" x 2" chopped romaine

Carrot Sticks – 1/4" x 3" carrot sticks or baby carrots, bright orange no sliminess. (Baby carrots tend to be a better product, but based on cost and availability you may choose carrot sticks.)

Cherry/Grape Tomatoes – Free of mold and insects, 12 pints per flat, bright red and firm to touch, no

green or yellowing and no more than 1 1/2" in diameter. (Grape tomatoes may also be used. The same specifications apply).

Cucumbers – 1/4" slice, dark green outer skin, no blemishes. Crisp pale green center. No mushiness or

slimy texture. Must not be stored in water. Must be refrigerated at all times.

Dating and Labeling Products

1. Label all un-prepped product with month and day using a permanent marker, when received.

2. Stock Product with the printed label facing forward, and month/day visible.

3. Use "First In First Out", (FIFO) method for product rotation.

Can/Bag Foods

1. Before placing canned or bagged foods in make table, strain for 1 minute using a strainer (not the can)

over bus tub or prep sink until no moisture is dripping from bottom of strainer

2. Store in 1/3 or 1/6 pan and cover with plastic wrap.

3. Label, refrigerate, and rotate FIFO.

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STORAGE

Health, Safety Rules

1. The temperature danger zone is 41° to 135° Fahrenheit. This is the U.S. Public 1. Health Standard as of January 1, 2000. The ideal temperature is 38°.
2. Store all food products a minimum of 6" off the floor.
3. Store all food products above or on separate shelves from cleaning products or chemicals.
4. Store all refrigerated perishables in walk-in immediately after check-in.
5. Store all meats in the coldest part of the walk-in immediately after check-in.
6. Store all chicken products on the lowest shelf in the walk-in cooler. This reduces the chance of cross contamination with any ready to eat foods in the cooler.
7. Store all dressings in the walk-in.
8. Store carrots in a container with ice water once opened, this will preserve product color and crispness.
9. Place heaviest products lower or as near to waist level as possible.
10. Always use a back belt when working with items weighing over 20 pounds.
11. When lifting, avoid back injury by using your legs to squat down and pick up a product rather than bending over and using your back.
12. Do not store canned products in the original can after it has already been opened. Store the product in either a sealed plastic container or stainless steel container covered with plastic to prevent biological contamination. Label and date.
13. Only gray bustubs may be used for food storage. Black bustubs are for waste and bussing tables only.

NSF-7 Time Exception

1. The FDA has approved the use of time instead of temperature as a public health control for storing potentially hazardous food products. In accordance with the Food Code Publication issued by the US Public Health Service 1997 Edition, Section 3-501, 19:
2. After food products are removed from refrigeration, label the products with the current time. Use masking tape and a permanent marker and place the label so it can easily be seen.
3. Discard the food products after 4 hours and replace with new products, repeating the labeling procedure.
4. BE SURE TO GET WRITTEN APPROVAL FROM YOUR LOCAL HEALTH AUTHORITIES BEFORE IMPLEMENTING THIS PROCEDURE. FAILURE TO OBTAIN WRITTEN APPROVAL FROM THE LOCAL HEALTH AUTHORITY CAN RESULT IN FINES. LOSS OF PRODUCT, OR RESTAURANT CLOSURE BY THE LOCAL HEALTH AUTHORITY.

The Prep To Build Chart

The Prep to Build Chart should be laminated and placed on the walk-in door. The Prep to Build Chart is your tool to determine your prep for the day. It is filled out a minimum of 2 times per day (AM, PM). The Prep to Build Chart is used for three reasons:

1. Maximize the use of each product.
2. If you don't prep enough, you drive the guests (and sales) away.
3. If you prep too much, you throw product (and profits) away.

How To Use The Prep To Build Chart

To determine the amount of each product to be prepped, take the number on the Prep to Build Chart for each item and subtract all products you have on hand that are still within their shelf life. The amount left is the amount to be prepped. Place this number in the "amount today" column.

Determining When To Prep

Identify when each product should be prepped by considering:

1. Marination, proof times, shelf life, per recipe.
2. Sales volume of store.

Adjusting Your Prep To Build Chart

The amounts found on your Prep To Build Chart are based on your store's usage. From time to time

they must be updated according to the needs of your business. Write the last date you updated your

prep build to chart in the upper right hand corner of the chart. Some instances where you would modify

your build numbers are:

1. Sales change.
2. Large groups or orders.
3. Weather and seasonal conditions.

To adjust, first review the amount of product prepped daily. Compare projected sales to current

sales, and add or subtract the percentage change to your daily prep needs.



Salad Bar

Hybrid Salad Bar:

The Following Items are mandatory on the Hybrid Salad Bar

- ☐ Italian Entrée Salad or Pasta Salad ☐ Grape/Cherry Tomatoes
- ☐ Sliced Red Onions ☐
- ☐ Baby Carrots or Carrot Sticks Croutons

The Following Items are interchangeable as one topping on the Hybrid Salad Bar

- ☐ Cucumbers ☐ Bacon Bits
- ☐ Jalapenos ☐ Broccoli
- ☐ Pineapple Tidbits

The Following Dressings are mandatory on the Hybrid Salad Bar

- ☐ Ranch Dressing
- ☐ Lite Italian
- ☐ Bleu Cheese

The Following Dressing are interchangeable. You must have 2 on your salad bar.

- ☐ 1000 Island
- ☐ French/Catalina
- ☐ Lite Ranch

Shelf Life: Fresh produce has a 4-day shelf life once received.

Produce Rinse Procedures For The Following Items: Cherry Tomatoes, Broccoli, Carrots

1. In a strainer rinse produce with cold water for 60 seconds.
2. Drain for 60 seconds, place in salad bar back up refrigeration unit.
3. Carrots should be stored in ice water when in the salad bar refrigerator.

NOTE: All fresh produce items other than cherry tomatoes are available as pre-cut items and should go through a sanitary wash. If product appears to be soiled then follow produce rinse procedure and notify produce supplier.

Cherry Tomatoes/Grape Tomatoes:

- ☐ Remove stems from tomatoes, inspect for color and firmness, and discard bad tomatoes. Place in strainer and follow rinse procedure.

Green Pepper:

- ☐ Inspect for slimy or discolored pieces and discard.

Red Onions:

- ☐ Inspect onions for slimy, translucent or outer skin pieces and discard.

Carrots:

- ☐ Inspect for mushy or discolored pieces and discard.

Broccoli:

- ☐ Sort and break any oversized pieces into 1" - 2" florets. Remove any yellowing or slimy pieces and discard.

Cucumbers:

- ☐ 1/4" slice, dark green outer skin, no blemishes. Crisp pale green center, no mushiness or slimy texture. Must not be stored in water. Must be refrigerated at all times.

Sliced Mushrooms:

- ☐ 1/8" slice, clean white in color, no excessive browning. Discard brown or soggy slices.

Canned or Bagged Foods:

Black Olives, Pineapple, Jalapenos, etc;

☐ Before storing drain in strainer for 1 minute over a bus tub or prep sink until no moisture is dripping from the strainer.

Boxed Foods

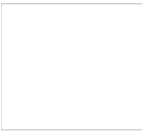
Croutons and Bacon Bits:

☐ Store in original plastic lined box in a clean dry location. Plastic liner must be sealed after each use.

May be stored in an airtight plastic/rubber container as well.

Crackers are an optional item:

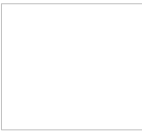
☐ Store in clean, dry area in original box. Packets should be sealed and unbroken.



Salad Bar Cheese Mix Preparation

Salad Bar Cheese must be prepped and available at all times for the guest, even if it is not placed on the salad bar.

1. Refer to the Prep to Build chart to determine the appropriate amount to be prepped.
2. Mix 2.5lbs. of mozzarella and 2.5lbs. of cheddar cheese in a gray bus tub.
3. Cover, label with, day, time and initials, and store in refrigerator.





Alfredo Pizza

Equipment Needed:

Bag Cutter

Green Cutter

2 oz. Spoodle

Shelf Life of Sauce: 48 Hours once opened

14 Days after receiving (must be refrigerated)

Description: Creamy white in color and medium thickness with no separation or lumps, and no evidence of moisture loss, crusting or yellowing of sauce.

Steps:

1. Cut one corner of the pouch and pour Alfredo sauce into a container.
2. Use a bag cutter to squeeze all sauce from the bag.

HEADS UP!

- ALFREDO SAUCE CONTAINS MSG!

- IF PIZZA IS RUNNY, THEN TOO MUCH SAUCE OR CHEESE WAS APPLIED TO PIZZA!

- IF PIZZA DRIES OUT PRIOR TO THE 25 MINUTE RULE, THEN NOT ENOUGH SAUCE OR CHEESE WAS APPLIED!

- IF SAUCE HAS SEPARATED OR HAS LUMPS, KNEAD THE BAG BY HAND UNTIL SAUCE IS AN EVEN CONSISTENCY!

COOKING PROCEDURES

1. Choose appropriate size stretched round dough. Refer to Specialty Pizza Topping Chart for amount of sauce and cheese.
 2. Pour the appropriate amount sauce in the center of the pizza. Use the bottom of the spoodle to spread sauce in a spiral motion to 1" from the edge of the pizza dough. Place appropriate amount of cheese onto sauce.
 3. Place no toppings on Alfredo pizza for the buffet.
 4. For Special Request or Carry Out Alfredo pizzas where the guest requests toppings, top just like a round pizza.
 5. Place front of the food product flush with the outside of oven entry. Cook one time through the oven
- SIZE SAUCE CHEESE
- 7" Sc 1 oz 1 ½ oz
- 12" Mc 2 oz 2 oz
- 15" Lc 4 oz 4 oz

CUT PROCEDURES

1. If cutting pizza on screen, remove pizza and screen from oven with appropriate size serving pan.
2. If cutting on a giant pan, remove pizza onto giant pan.

3. Cut Alfredo with a green cutter, pizza must be served on a hot disk.

Cuts

Buffet 5

Carry Out

S 2

M 3

L 5

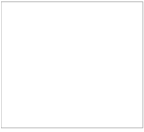
Note: Specialty Pizzas, for Carry Out, do not get the (1) ounce extra cheese.

Abbreviation

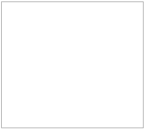
ALF

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Apple Dessert



EQUIPMENT NEEDED:

Bag cutter

Brush

Blue Pizza Cutter

Shelf Life: Apple topping 30 days once received, 48 hours once opened, store at room temperature

Crumb topping, 30 days once received, 48 hours once opened, store at room temperature

Shelf Life Once Cooked: 1 hour

Steps:

1. Cut one corner of the pouch and pour Apple topping into appropriate size container.
2. Use a bag cutter to squeeze all topping from the bag.

COOK PROCEDURES

1. Stretch medium dough into a medium deep screen, dock dough 3 times.
2. Apply the appropriate amount of Apple topping, using a pizza spatula, spread topping evenly on bottom of dough using a pizza spatula.
3. Use the appropriate size spoodle to portion the Crumb Topping. CRUMB TOPPING IS MEASURED BY VOLUME NOT BY WEIGHT.
4. Sprinkle Crumb Topping on top of Apple Topping.
5. Place Apple into oven so the back edge of the product is even with the oven entry (back flush).

SIZE APPLE TOPPING CRUMB TOPPING

M5 OZ. 4 OZ.

CUT PROCEDURES

1. When dessert is fully cooked remove from oven onto a giant pan used for cinnamon rolls.
2. Cut with blue cutter and shake any excess off of the cutter.
3. Slide dessert onto cinnamon roll serving pan.
4. Apply 10 rows of white icing over the apple dessert in one direction. Icing should run over the crust of the apple.
5. Place on buffet per buffet schematic.

HEADS UP!

• YOU SHOULD HAVE BUTTER FLAVOR TOPPING ON THE CUTTER TO PREVENT APPLE FROM STICKING TO THE CUTTER BLADE!

• IF THE PRODUCT CURLS AT THE ENDS/TIPS THEN THE PRODUCT IS PAST SHELF LIFE OR THE APPLE TOPPING IS SPREAD TOO THIN ON THE DOUGH!

• MAKE SURE TO UTILIZE PROPER OVEN PLACEMENT TO ENSURE 1 HOUR SHELF LIFE!

- IF CRUST COLOR IS DARK THEN IMPROPER OVEN PLACEMENT OCCURRED!
- IF CRUST COLOR IS TOO LIGHT THEN PRODUCT WAS PULLED TOO EARLY FROM OVEN!

CUTS
Buffet 7
Carry Out
M7

CARRY OUT PROCEDURE

1. Follow cutting procedures.
2. Using appropriate size Carry Out box, slide cut dessert into box.

Abbreviation

APPLE

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Bacon Cheddar Pizza

Equipment Needed:

Bag cutter
Green Cutter

Shelf Life: 48 hours once opened

14 Days after receiving (must be refrigerated)

HEADS UP!

- BACON CHEDDAR SAUCE CONTAINS MSG!
- IF PIZZA IS RUNNY, THEN TOO MUCH SAUCE OR CHEESE WAS APPLIED TO PIZZA!
- IF PIZZA DRIES OUT PRIOR TO THE 25 MINUTE RULE THEN NOT ENOUGH SAUCE OR CHEESE WAS APPLIED!

Steps:

1. Cut one corner of the pouch and pour bacon cheddar sauce in a container.
2. Use a Bag cutter to squeeze all sauce from the bag.

COOKING BACON CHEDDAR PIZZA

1. Choose appropriate size stretched round dough.
2. Pour the appropriate amount sauce in the center of the pizza. Use the bottom of the spoodle to spread sauce in a spiral motion to 1" from the edge of the pizza dough. Add appropriate amount of cheese onto sauce.
3. Place no toppings on Bacon Cheddar pizza for the buffet.
4. For Special Request or Carry Out Bacon Cheddar pizzas where the guest requests toppings, top just like a round pizza.
5. Place front of the pizza flush with the outside of oven entry. Cook one time through the oven.

SIZE SAUCE MOZZARELLA CHEDDAR

7" Sc 1 ½ oz ½ oz ¾ oz

12" Mc 3 oz 1 oz 1 oz

15" Lc 6 oz 2 oz 2 ½ oz

CUTTING BACON CHEDDAR PIZZA

1. If cutting pizza on screen, remove pizza and screen from oven with appropriate size serving pan.
2. If cutting pizza on giant pan, remove pizza onto giant pan
3. Use green cutter, pizza must be served on a hot disk.

CUTS

Buffet 5

Carry Out

S 2

M 3

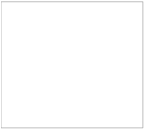
L 5

Note: Specialty Pizzas, for Carry Out, do not get the (1) ounce extra cheese.

Abbreviation

BC

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Bavarian Dessert

EQUIPMENT NEEDED:

Bag cutter
Brush
Squeeze Bottle
Yellow Pizza Cutter

Shelf Life Cooked – 30 MINUTES

COOKING BAVARIAN DESSERT

1. Stretch medium dough onto a medium deep screen, dock dough 3 times.

2. Apply the appropriate amount of Bavarian topping, using a large pizza spatula, spread topping evenly on bottom of dough
3. Use the appropriate size spoodle to portion the Crumb Topping. CRUMB TOPPING IS MEASURED BY VOLUME NOT BY WEIGHT.
4. Sprinkle Crumb Topping on top of Bavarian Topping.
5. Place Bavarian into oven so the back edge of the product is even with the oven entry.

SIZE BAVARIAN TOPPING CRUMB TOPPING
M5 OZ. 2 OZ.

Note: You should brush butter on the blade of the dessert cutter, so Bavarian does not stick to the cutter!

CUTTING BAVARIAN DESSERT

1. When dessert is fully cooked remove from oven onto a giant pan used for cinnamon rolls.
2. Cut with yellow cutter and shake any excess off of the cutter.
3. Apply 10 rows of white icing over the Bavarian dessert in one direction. Icing should run over the crust of the Bavarian.
4. Place on cinnamon roll serving pan and place on buffet per buffet schematic.

HEADS UP!

- YOU SHOULD HAVE BUTTER FLAVOR TOPPING ON THE CUTTER TO PREVENT BAVARIAN FROM STICKING TO THE CUTTER BLADE!
- IF THE PRODUCT CURLS AT THE ENDS/TIPS THEN THE PRODUCT IS PAST SHELF LIFE OR THE TOPPING IS SPREAD TOO THIN ON THE DOUGH!
- MAKE SURE TO UTILIZE PROPER OVEN PLACEMENT TO ENSURE SHELF LIFE!
- IF CRUST COLOR IS DARK THEN IMPROPER OVEN PLACEMENT OCCURRED!

• IF CRUST COLOR IS TOO LIGHT THEN PRODUCT WAS PULLED TOO EARLY FROM OVEN!

CUT PROCEDURE

SIZE M

of Cuts 7

Abbreviation

BAV

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BBQ Pizza

Equipment Needed:

Bag Cutter

Green Cutter

Shelf Life of Sauce: 48 Hours once opened

14 Days once received.

HEADS UP!

- TO ENSURE PROPER COVERAGE OF CHEESE MOZZARELLA SHOULD BE APPLIED FIRST AND THEN ADD CHEDDAR!
- IF PIZZA DRIES OUT PRIOR TO 25 MINUTE RULE THEN NOT ENOUGH SAUCE OR CHEESE WAS APPLIED!
- USE PLASTIC SPATULA TO SCRAPE BBQ SAUCE OUT OF CONTAINER!

COOK PROCEDURES

1. Choose appropriate size stretched round dough.
2. Pour the appropriate amount of sauce in the center of the pizza. Use the bottom of the spoodle to spread the sauce in a spiral motion 1" from the edge of the pizza dough. Add appropriate amount of mozzarella cheese then cheddar cheese onto sauce.
3. Place no toppings on BBQ pizza for the buffet.
4. For special request or Carry Out BBQ pizzas where the guest requests toppings, top just like a round pizza.
5. Place Front of pizza flush with outside of oven entry. Cook one time through oven.

SIZE SAUCE MOZZARELLA CHEDDAR

7" Sc 1 ½ oz ¾ oz ¾ oz

12" Mc 3 oz 1 ¼ oz 1 ¼ oz

15" Lc 6 oz 3 oz 4 oz

CUT PROCEDURES

1. If cutting pizza on screen, remove pizza and screen from oven with appropriate size serving pan.
2. If cutting pizza on giant pan, remove pizza onto giant pan.
3. Use green cutter, pizza must be served on a hot disk.

CUTS

Buffet 5

Carry Out

S 2

M 3

L 5

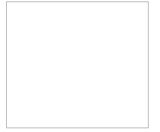
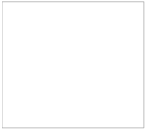
Note: Specialty Pizzas, for Carry Out, do not get the (1) ounce extra cheese.

Abbreviation

BBQ

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BLT Signature Salad

Equipment Needed:

Mixing bowls

Tongs

Ounce Scale

Spatulas

2 – Two ounce ladles

1 – Three ounce ladle

Shelf life Prepared: 30-minutes on salad bar

PREP PROCEDURES

1. In a clean stainless bowl add the proper amount of ingredients.
2. Using salad tongs mix salad thoroughly in the bowl.
3. Place the mixed salad on the salad bar.
4. Salad should be re-mixed on the buffet at least every 5 minutes.

Size Lettuce Tomatoes Bacon Bits Dressing

½ Batch 2 – 12" Tongs 4 Count ½ Ladle ½ Ladle

(1 Qt.) (1 oz) (1 oz) (1 ½ oz)

Single Batch 4 – 12" Tongs 8 Count 1 Ladle 1 Ladle

(2 Qt.) (2 oz) (2 oz) (3 oz)

Double 8 – 12" Tongs 12 Count 2 Ladles 2 Ladles

Batch (4 Qt.) (4 oz) (4 oz) (4 oz)

CONSOLIDATION

1. Salad may be consolidated as needed within shelf life.
2. Place the unused salad on top of the newest product on the salad bar.

Note:

Double batches of salad should only be used during high volume times.

Single batches will be used the majority of the time.

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Buffalo Chicken Pizza

Buffalo Drizzle Sauce Shelf Life: 48 hours/30 days received

Buffalo Sauce Shelf Life: 48 hours/14 days received

Chicken Shelf Life: 14 days once thawed

HEADS UP!

BUFFALO CHICKEN SAUCE CONTAINS MSG!

-

- IF PIZZA IS RUNNY THEN TOO MUCH SAUCE WAS APPLIED TO PIZZA!

- DRIZZLE SAUCE SHOULD BE APPLIED IN RINGS, NOT IN A SPIRAL!

- IF PRODUCT DRIES OUT PRIOR TO 25 MINUTE RULE THEN NOT ENOUGH SAUCE OR CHEESE WAS APPLIED!

Chicken Steps:

1. As needed cut one corner of bag and empty chicken into appropriate size pan. Wrap up remaining chicken in bag and store in make table or walk-in. Label with day, time including am/pm and initials.

COOK PROCEDURES

1. Choose appropriate size stretched doughball.
2. Using the appropriate amount of sauce in the center of the pizza. Use the bottom of the spoodle to spread the sauce in a spiral motion to 1" from the edge.
3. Next apply chicken.
4. Apply the mozzarella cheese over the chicken.
5. Place front of product flush with the outside oven entry. Cook one time through the oven.

SIZE SAUCE CHICKEN MOZZARELLA

Sc 1 oz 1 oz ½ oz

Mc 3 oz 2 ½ oz 2 oz

Lc 4 oz 5 oz 4 oz

CUT PROCEDURES

1. If cutting pizza on screen, remove pizza and screen from oven with appropriate size serving pan.
2. If cutting on a giant pan, remove pizza onto giant pan.
3. Cut the Buffalo Chicken pizza with the green cutter, slide pizza onto hot disk.
4. For a medium, apply 4 rings of buffalo drizzle sauce beginning with the first ring at the crust sauce line, apply one ring every inch to two inches toward the center on top of pizza and serve.
5. For a small buffalo chicken pizza apply 2 sauce rings.
6. For a Large buffalo chicken pizza apply 5 sauce rings.

CUTS
Buffet 5
Carry Out
S 2
M3
L 5

ABBREVIATION

BUF

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Cheese Blend Procedures

Items Needed:

Hobart
 3/16" cheese blade
 Gray bus tub and lid
 Mozzarella cheese
 Pizza Cheese
 Cheese Knife
 Masking Tape
 Black Marker

Shelf Life: 48 hours once shredded

Pizza Cheese Ingredients:

No more than ¾ full 12 lbs of mozzarella Cheese per bus tub and 3 lbs of Pizza Cheese per bus tub. Total of 15 pounds.

Mozzarella/Pizza Cheese Description:

1"-3" strands grated on 3/16" blade. No evidence of oil/mold/excessive clumping.

Cutting Procedures:

1. Check Prep Build to Chart for number of bus tubs to be prepped. Pull gray bus tubs and lids for amount of cheese to be prepped.
2. Cut cheese into blocks
 - a. Mozzarella cheese – 1 by 1 in a plus pattern
 - b. Pizza Cheese - 5 by 1
 - i. Lay block of cheese flat on the table.
 - ii. Make 5 cuts the width of the cheese knife and one cut down the center of the block length wise.
3. Place blocks of cheese into bus tub, 12 pounds of Mozzarella Cheese (approximately 5 pieces) and 3 pounds of Pizza Cheese (approximately 2 pieces). Cover bus tub with lid and place in walk-in until ready to grate.
4. Do not let cheese stay out of refrigeration for longer than 30 minutes. This causes the cheese to become too soft and damages the quality of the final shredded product.

Shredding Steps:

1. Shred cheese into bus tub
 - a. For 4-speed Hobart/2-speed Blakeslee, grate on speed 2.
 - b. For a 2-speed Hobart, grate on speed 1.
 - c. A serving tray is helpful in keeping the cheese from being thrown on the floor as it is grated.
2. Shred 2 blocks of mozzarella cheese, then 1 block of pizza cheese and fluff cheese with hands.
3. Shred 3 more blocks of mozzarella cheese and the last block of pizza cheese.
4. Fluff cheese with hands for 60 seconds to ensure mixture of both cheeses and to minimize clumping of cheese in the bus tub. Be sure not to place any extra mozzarella cheese in the bus tub as this will cause clumping.
5. Cover with bus tub lid and place strip of masking tape on front of tub. Label masking tape with product, day, time including am/pm and initials. Place immediately in walk-in until ready for use and rotate FIFO.
6. When ready to use, remove cheese from walk-in and take to the make table.
7. Fill cheese container on make table until full
8. Place the remaining cheese in the bustub, under the make table.

Mozzarella 1 x1 Pizza Cheese 5 x1 5 Blocks of mozz 2 blocks of Pizza Cheese

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Chicken Noodle Soup

Equipment Needed:

Non-stick half pan
Rubber spatula
Bag opener
Pan lid
Serving container
Biotherm

Shelf Life of Concentrate: 14 days
Shelf Life of Chicken: 14 days thawed
Shelf Life of Cooked Pasta: 36 hours
Shelf Life of Soup on Buffet: 1 Shift

COOK PROCEDURES

1. In a non-stick half pan pour 1 thawed bag of soup concentrate.
2. Add 32 oz (4 cups) of hot tap water to the concentrate and mix for 30 seconds.
3. Add 5 ½ ounces of chicken and 6 ½ ounces of pasta by weight to the pan.
4. Cover pan with lid and place front flush with oven entry.
5. Remove pan from oven, pour into Bain Marie, place on buffet.
6. Soup cannot be reused the next day.

Batch Soup Concentrate Hot Water Chicken By Weight Pasta By Weight

1 Batch 1 – 2 LB Bag 32 oz 5 ½ oz 6 ½ oz
2 Batches 2 – 2 LB Bags 64 oz 11 oz 13 oz

SERVING PROCEDURES

1. Remove Bain Marie from well and pour soup into container.
2. Stir soup every 15-minutes.
3. Heat soup to a hold temperature of 150° to 160°
4. When consolidating soup remove Bain Marie from well and pour old product into new. Stir thoroughly before serving.

HEADS UP!

- SOUP CONTAINS MSG!

• IF THE PASTA NOODLES ARE SWOLLEN OR BEGIN TO BREAK APART THEN THE SOUP IS PAST SHELF LIFE!

- SOUP SHOULD BE STIRRED AT LEAST EVERY 5 MINUTES!

• DO NOT COMBINE FRESH SOUP WITH SOUP THAT HAS BEEN ON THE BUFFET LONGER THAN 4 HOURS OR 1 SHIFT!

- CHANGE OUT BAIN MARIES WITH EVERY NEW BATCH OF SOUP!

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Chicken Wings – Crispy Baked

EQUIPMENT NEEDED:

Calibrated, sanitized temperature probe at cut table
 Deep Screen Pans
 2 Black Tongs
 Wax paper sheets
 Plastic baskets
 Foil sheets
 Carry out containers

Shelf Life Received Frozen: 30 Days 0° – 30° F

Shelf Life Thawed: 14 Days 34° – 40° F

Shelf Life Cooked: 2 Hours 140° – 160° F

THAWING PROCEDURES

1. Remove wings from freezer and thaw in bags in walk-in cooler, wings take 48 hours to thaw. Label with day, time including am/pm and initials.

COOKING PROCEDURES

1. Use tongs to place no more than 10 wings in a medium deep screen, or 20 wings on a large deep screen.
2. Place in oven front flush and cook one full pass through oven.
3. Once cooked, remove from oven and flip wings over using tongs, and place front flush to cook an additional full pass through oven.
4. Once cooked place probe thermometer into several wings to insure the internal temperature of 165°. If not product must be run through the oven for one more pass.

DINE IN SERVING PROCEDURES

1. Place one sheet of wax paper in plastic basket.
 - a. For wings with dipping sauce
 - i. Use tongs for cooked wings to place 5 or 10 wings on wax paper. Use two baskets for 20 wings.
 - ii. Serve with one 2 oz soufflé cup of sauce for 5 wings, 2 sauces for 10 wings, 3 sauces for 20 wings.
 - b. For wings tossed with sauce
 - i. Place wings in sauce bowl and apply the appropriate flavor sauce into bowl, using the Wing Sauce Chart as a guideline. For garlic parmesan, add a 3 second shake of parmesan for 5 or 10 wings, 5 second shake for 20 wings.
 - ii. Gently toss wings using the motion of your wrist and tongs. Wings should be completely covered with sauce. For garlic parmesan, add a 3 second shake of parmesan on top of covered wings for 5 or 10 wings, 5 second shake for 20 wings.
 - iii. Remove wings from bowl and place in plastic basket with wax paper.
2. Serve Wings to dine in guest immediately.

CARRY OUT PROCEDURES

For wings with dipping sauce

1. For a Carry Out order of 5, 10, 20 place one piece of foil in Carry Out container.
2. Use tongs for cooked wings to place wings on top of foil in container and fold foil over wings. Cover with lid.
3. Add one 2 oz soufflé cup of sauce for 5 wings, 2 sauces for 10 wings, 3 sauces for 20 wings.
4. Label with sauce flavor(s) for the order.

For wings tossed with sauce

1. Follow the same tossing procedures for dine in orders.
2. For a Carry Out order of 5, 10, 20 place one piece of foil in Carry Out container.
3. Use tongs for cooked wings to place wings on top of foil in container and fold foil over wings. Cover with lid.

Sauce Abbreviations

Mild Wings MHot Wings H BBQ Wings B Wings G

Garlic/Parm

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Sauces

Equipment Needed: 2 oz soufflé cups and lids

Marker

Shelf life: Prepared and portioned sauces 48 hours 34 – 40F

Hot Sauce Recipe – H

Equipment Needed:

Bag Cutter

Shelf Life Buffalo Drizzle Sauce: 30 Days Received/48 Hours Open

Ingredients

Drizzle Sauce

Prep Instructions:

1. Pour 2 oz drizzle sauce in 2 oz soufflé cup. Place lid on and label with type (H) and date.
2. Store at 34 – 40F up to 48 hours.

Mild Sauce Recipe – M

Equipment Needed:

1/3 Pan

Whisk

Measuring Cup

Shelf Life Buffalo Drizzle Sauce: 30 Days Received/48 Hours Open

Shelf Life Butter Flavor Topping: 30 Days Received/7 Days Open

Shelf Life Sauce Prepped: 48 hours refrigerated

Ingredients

Drizzle Sauce

Butter Flavor Topping

Prep Instructions:

1. In a 1/3 pan combine 16 ounces of Buffalo Drizzle Sauce to 4 oz of Butter Flavor Topping.
2. Mix thoroughly with a wire whisk.
3. Label with day, time including am/pm and initial and place in walk-in.
4. Pour 2 oz mild sauce in 2 oz soufflé cup. Place lid on and label with type (M) and date.
5. Store at 34 – 40F up to 48 hours.

Garlic Parmesan Recipe – G

Equipment Needed:

1/3 Pan

Whisk

Ingredients

Prepared Garlic Sauce Shelf Life Sauce Prepped: 48 hours refrigerated

Parmesan cheese

Prep Instructions:

1. In a 1/3 pan combine 4 ounces of prepared Garlic Sauce to ½ oz of Parmesan cheese.
2. Mix thoroughly with a wire whisk.
3. Label with day, time including am/pm and initial and place in walk-in.
4. Pour 2 oz garlic parmesan sauce in 2 oz soufflé cup. Place lid on and label with type (G) and date.
5. Store at 34 – 40F up to 48 hours.

BBQ Sauce – B

Ingredients:
BBQ Sauce for wings

Prep Instructions:

1. Pour 2 oz BBQ sauce in 2 oz soufflé cup. Place lid on and label with type (B) and date.
2. Store at 34 – 40F up to 48 hours.



Cinnamon Rolls

EQUIPMENT NEEDED:

3" Brush Scale
 Cinnamon Shaker Pizza Cutter
 Plastic Wrap 3 oz Spoodle
 Marker Stainless steel non-stick pans

Shelf Life cooked: One hour on the buffet.

Proof Time: Minimum 1-hour ½ way up the pan.

PREPPING CINNAMON ROLLS USING DEEP DISH DOUGH

1. After deep-dish dough has risen 2" – 3" in the bus tub, spread dough out on oiled prep table surface approximately 3' x 5' and 1" – 2" thick.
2. Place 3 ounces of butter flavor topping in the cinnamon pan (1 ½ oz. for half pans). Using a 3" brush spread margarine over entire bottom of pan.
3. For cinnamon dessert weigh out 18 oz. of deep dish (9 oz. for half pans). Stretch dough out on table to approximately 5" x 12".
4. Liberally brush Butter flavor topping over the surface of the dough. Evenly cover dough with cinnamon sugar.
5. Roll dough into its width making sure to get no more than 2 to 3 rolls. Stretch dough out by pulling gently from both ends to approximately 20 inches (approximately 10 inches for ½ pans).
6. Cut cinnamon roll 19 times (20 pieces) with a pizza cutter into 1" lengths (9 times for half pans) and lay cut side down in pans on top of butter flavor topping 4 x 5 rows (2 by 5 rows for half pans).
7. Once placed in pans, lightly brush the tops of the cinnamon rolls with butter flavor topping. Sprinkle the tops generously with cinnamon sugar.
8. Wrap with plastic, label with Day, Time including AM/PM and initials.
9. Let rise until the cinnamon rolls fill the entire pan side-to-side and end-to-end.
10. Once risen store in walk-in cooler. (FIFO)

HEADS UP!

• CINNAMON ROLLS MUST BE STORED LEVEL OR PRODUCT WILL SHIFT IN PAN AND COOK UNEVENLY!

• DO NOT ROLL CINNAMON ROLLS TO TIGHT OR THEY WILL NOT PROOF TO FULL RISE!

COOKING CINNAMON ROLLS

1. Let stand at room temperature 10 to 45 minutes prior to cooking.
2. Place large screen on top of cinnamon roll pan to prevent the cinnamon rolls from burning.
3. Place in oven so the back of the pan is flush with the front of the oven and cook completely through ¾ pass.
4. Allow a 2" gap from the edge of the oven and a 2" gap from other products.

CUTTING CINNAMON ROLLS

1. Remove screen from top of cinnamon rolls.
 2. Place a giant pan used for cinnamon rolls only over cinnamon pan.
 3. Grasp both pans firmly and flip quickly away from you, Tap the bottom of the deep dish pan to help cinnamon release.
 4. Sprinkle tops generously with cinnamon sugar.
 5. Slide cinnamon rolls onto a large clean serving pan and ice tops of cinnamon rolls with 20 rows of icing making sure to go over the edge with each line.
- A For Carry Out, slide cinnamon rolls into the appropriate size box front to back. Ice the top of cinnamon rolls with 20 rows of icing, making sure to go to the edge with each line.

7. Place on the appropriate slot on the buffet with tongs.

Abbreviation

Cinn

HEADS UP!

• IF CINNAMON ROLLS ARE GUMMY OR UNDERCOOKED THEN PRODUCT WAS NOT PROPERLY WARMED!

• IF CINNAMON ROLLS ARE BLACK OR OVER COOKED THEN A SCREEN WAS NOT USED TO COVER PRODUCT OR IMPROPER OVEN PLACEMENT!

NOTE: IN ORDER TO DO ½ PANS OF CINNAMON ROLLS YOU MUST ORDER THE SMALLER PANS FROMED DON (ITEM# K7134) OR STRATEGIC EQUIPMENT (ITEM#70222.)

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Classic Chicken Pizza

Sauce Shelf Life: 48 hours opened/14 days received

Chicken Shelf Life: 14 days once thawed

Zesty White Sauce Steps Cut one corner of the pouch and pour sauce into appropriate size pan.

HEADS UP!

- ZESTY SAUCE CONTAINS MSG!

- IF PIZZA IS RUNNY THEN TOO MUCH SAUCE WAS APPLIED TO PRODUCT!

- IF PRODUCT DRIES OUT PRIOR TO 25 MINUTE RULE THEN NOT ENOUGH SAUCE OR CHEESE WAS APPLIED!

- MUSHROOMS MUST BE BROKEN UP TO HAVE CONSISTENT COVERAGE!

Chicken Steps:

1. Open bag and empty chicken into appropriate size pan.
2. Wrap up remaining chicken in bag and store in make table or walk-in. Label with day, time including am/pm and initials.

COOK PROCEDURES

1. Choose appropriate size stretched doughball.
2. Using the appropriate amount of sauce in the center of the pizza. Use the bottom of the spoodle to spread the sauce in a spiral motion to 1" from the edge of the pizza.
3. Next apply the Mozzarella cheese, then the chicken.
4. After weighing out the mushrooms, break them up with your hand and spread over the pizza.
5. Apply the appropriate amount of Garlic/Parm/Oregano mix over entire pizza, including the crust.
6. Place Front of product flush with the outside oven entry. Cook one time through the oven.

Size Zesty Sauce Mozzarella Chicken Mushrooms Garlic/Parm/Oregano

Sc 1 oz. 1 oz ½ oz ¼ oz 3 sec.

Mb 3 oz 2 oz. 1 ½ oz. 1 oz. 5 sec.

Lc 4 oz. 3 oz. 3 ½ oz. 1 ½ oz. 7 sec.

CUT PROCEDURES

1. Cut on appropriate size serving pan with disk or on a giant pan without the disk.
2. Cut with green cutter.

CUTS

Buffet 5

Carry Out

S 2

M 3

L 5

Abbreviation

Chik

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Deep Dish Cooking

If you spot air bubbles under deep dish products, be sure to lift the edges/corners of the product to release the air BEFORE placing them in the oven. NEVER USE A KNIFE OR SLAM PRODUCT ON TABLE!

Oven Placement

1. Place all food products 1" from the edge of wire conveyor belt to allow thorough cooking.
2. Leave a 1" gap between items to allow air to flow freely.
3. First Pass – All deep dish is run back flush on the first pass
4. Second Pass – All deep dish pizzas are run one full pass through the oven.
5. Always place carry out pizzas in the bottom oven.

Order of Application for Red Sauce Deep Dish:

1. Sauce 2. Cheese 3. Toppings 4. Parm/Oregano Shake

Application of Sauce

1. Using the spoodle, apply the correct amount of sauce as specified on the appropriate topping chart onto the blank crust prior to the first pass in the oven.
2. Using the spoodle spread sauce all the way to the sides and edges of the dough.
3. Place deep dish back flush with oven entry.

Application of Cheese

1. Using a calibrated scale, weigh the proper amount of cheese per the appropriate topping chart.
2. Starting from the outside and working in to the center of the deep dish, place cheese evenly over the sauce all the way to the edges of the pan.

Extra Cheese

1. For extra cheese, look on appropriate topping chart and add the appropriate amount.
2. Extra cheese does not count as a topping when building a pizzas.
3. All carry out Deep Dish pizzas receive 1 extra ounce of cheese.

Application of Toppings

1. Toppings must always be put in the order of the topping chart from TOP to BOTTOM
2. Distribute toppings evenly over the pizza bringing toppings to the edge of pan.
3. Shake Parm/Oregano Shake for approximately 3 seconds (medium) 5 seconds (large) or until evenly distributed.

Order of Application for White Sauce Deep Dish:

1. Sauce 2. Cheese 3. Toppings

Application of Sauce

1. Once blank deep dish has cooked for the first pass, white sauce should be applied using the correct amount as specified on the appropriate topping chart.
2. Using the spoodle spread sauce all the way to the sides and edges of the dough.

Application of Cheese

1. Using a calibrated scale, weigh the proper amount of cheese per the appropriate topping chart.
2. Starting from the outside and working in to the center of the deep dish, place cheese evenly over the sauce all the way to the edges of the pan.

Extra Cheese

1. For extra cheese, look on appropriate topping chart and add the appropriate amount.
2. Extra cheese does not count as a topping when building pizzas.

Application of Toppings

1. Toppings must always be put in the order of the topping chart from TOP to BOTTOM
2. Distribute toppings evenly over the pizza bringing toppings to the edge of pan.

Cutting Deep Dish Pizzas

1. DO NOT remove products from the conveyor belt before it passes completely through the oven. Use a towel or oven mitt when removing deep dish products from the oven.

2. After the second pass, remove the product from the oven and separate the product from the sides of the pan with a spatula and guide onto giant pan used for cutting. DO NOT FLIP OR TOSS THE DEEP DISH OUT OF THE PAN.

3. In order to avoid crushing the edge of the pizza when cutting a deep dish, it is important to:

- a. Start the cut at the edge of the dough closest to you and roll cutter across product to opposite side
- b. Repeat the cutting process until you have correct number of cuts. Medium 3 x 1 Large 5 x 1
- c. Use a spatula to hold the opposite side of the product so it does not move while you cut it.
- d. Cut deep dish pizzas with a green cutter. Serve on appropriate size pan with hot screen.
- e. Cutter should remove any burnt cheese or sauce before serving.

Serving Deep Dish

1. Deep dish pizzas may be consolidated with like sauce and like toppings.

Carry Out Procedures

1. Use a clean dry towel wipe hands prior to handling the carry out box, open box and slide deep dish into appropriate size box so the pizza is facing long ways front to back.

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Deep Dish Prep

EQUIPMENT NEEDED:

Dough Mixer Marker
Dough Hook Pizza Cutter

Mixer Bowl Dunnage Rack
Calibrated Thermometer Trash Can Liner

Calibrated Scale Warm Damp Sanitized Towel
3" Brush Deep Dish Pans

Gray Bus tub Bakers Pan
Whisk Clean Towel
Plastic Wrap Measuring Cup

Proof Time ½ way up pan - minimum 1 hour
Ideal Usage 24 hours
Shelf Life 40 hours in walk-in
Ingredients 16 lbs. 95 degree water
1 Deep Dish Dough Additive
16 oz. Soy Oil
30 lbs. Flour

Description: No evidence of yellowing, drying, crusting, air bubbles, or fallen dough.
Even distribution

of all ingredients; having risen at least halfway up in pan before use.

Mixing Steps:

1. Wipe down inside of mixer bowl and dough hook with a sanitized damp warm towel.
 2. Using a calibrated thermometer, set water temperature to 95 ° and weigh 16 Lbs. of 95° water.
 3. Immediately pour the water into the bowl and add 1 deep dish dough additive packet in the mixing bowl. Stir mixture with whisk for 30 seconds or until fully blended.
 4. Immediately add 16 oz. of oil, then flour, attach hook and mix
 5. For a 2 speed Hobart, mix on speed 1 for 9 ½ minutes
 6. For a 4 speed Hobart or Blakeslee, mix on speed 1 for 8 minutes.
 7. For a 2 speed Globe Mixer, mix on speed 1 for 6 ½ minutes.
 8. Place one brush full of oil into a gray bus tub, spread evenly to the edges and all the way up the sides.
 9. While mixing, oil the number of deep-dish pans you will need based on the number of batches you are doing. Spread the oil evenly to the edges and ½ way up the edge of the pan using a 3" brush.
 10. Remove dough from machine. Place in oiled gray bus tub and press dough to corners. Place one brush full of oil on top of dough and spread evenly.
 11. Completely cover dough with plastic wrap and tuck the wrap between the edges of the dough and the bus tub. If there is a need to place dough on the warmer only let it sit for 15 minutes maximum. Dough should rise 2 to 3 inches above where it starts in the bus tub.
 12. While the dough is rising: If prepping multiple batches, start the next batch of dough in the mixer now.
- Continue oiling deep dish pans and work on other prep items.
- Cutting and Pressing Steps:
1. Sanitize prep table with sanitized towel, and use 1 brush to cover prep table with a light coating of oil.
 2. Once the dough has risen 2" – 3", bring the bus tub to the prep table and remove the dough from the bus tub, placing the dough in the middle of the prep table.
 3. Press dough in a rectangular shape approximately 3' x 5' and 1" – 2" thick.
 4. Using a pizza cutter, cut the dough into strips 6" – 8" wide.

5. Cut strips into rectangular pieces that weigh: Medium = 10.5 oz Large = 18 oz
6. Place dough in oiled pans and use the tips of your fingers, press out using 1, 2, 3 method to press dough to approximately 1" from the sides. Flip dough over and repeat process.
7. Stack deep-dish pans crisscrossed on a dunnage rack (approx. 19 high) and cover with a clean, unused trash can liner. Let each stack stand under liners for 15 minutes or until all deep dish has been pressed out in pans.
8. Once all batches are pressed out in pans, remove trash liners and press into corners and edges using the tips of your fingers (not your palms). Marks from fingertips should be clearly evident.
9. Check the Prep to Build Chart amount of each deep-dish product to prep. Prepare all deep-dish products according to recipes later in this section.
10. Wrap airtight with plastic.
11. Let dough proof until it rises ½ way up in the pan before use.
12. Write day, time (am/pm) and initials on each individually wrapped pan.
13. Once proofed, stack deep-dish pans in walk-in by type and rotate FIFO.
14. Geographical, atmospheric conditions and temperature may affect proof times on dough. (Hotter temperatures cause dough to rise more quickly.) Adjust rise times in bus tub and pans accordingly to compensate.

Yield: 42 Large Pans



HEADS UP!
IF THEN

Product has dark edges Need to clean pan better
Dough not rising Water temperature incorrect
Prep room too cool
Sides of dough are higher than center Dough older than 40 hours
Overstretched when pressed out
Not put in walk-in soon enough after wrapping
Air bubbles present in dough Dough not cornered properly
Dough lacks finger indentations
Dough not browning on bottom or sour tasting Dough beyond shelf life
All deep dish products including deep dish blanks, garlic bread, and cinnamon rolls must be removed from the walk-in and set at room temperature for at least 10-minutes prior to cooking. This is a very important step. However, it may not sit at room temperature for more than 45-minutes. Regardless of the time, the deep-dish dough may never exceed 65° F before cooking. If it is allowed to do so it can cause drying or burning of these products.

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Fudge Brownies

Equipment Needed:

½ Baker Pans Measuring Cup
Soy Oil 13 Qt Mixing Bowl

Wire Whisk Rubber Spatula
Brownie Mix Plastic Pie Cutter or Black Pizza Cutter

Shelf Life: 48 hours cooked/1 shift on buffet

Steps:

1. OVEN MUST BE TURNED ON AND UP TO TEMPERATURE (475°) PRIOR TO MAKING BROWNIES!
2. In the mixing bowl pour in one 3 pound bag of fudge brownie mix.
3. Add 1 cup (8 oz.) of 100° water to Fudge Brownie Mix.
4. Add a 1/2 cup (4 oz.) of soy oil to mix.
5. Using a wire whisk, gently stir the mixture until combined.
6. Make sure 1/2 pans are dry prior to pouring batter into pan, otherwise the brownies will stick.
7. Pour batter into the ½ pan. Using the rubber spatula smooth batter in baker pans to an even thickness all the way to the corners of the pan.
8. Brownies must be cooked immediately, do not let brownies sit after mixing, no exceptions.

COOK PROCEDURES

1. Place ½ baker's pans length wise into the oven with the front of the pan flush with the outside entry of the oven, one full pass.
2. Brownies need to be cooled for 2 hours, then cover with plastic wrap, label with day, time including am/pm and initials. Do not let brownies sit uncovered for more than 2 hours or they will dry out.

Buffet Staging

1. Brownies should never be stored in refrigerator.
2. Using the pie cutter scrape around the perimeter of the pan prior to cutting the brownie.
3. Flip Brownie onto Bread Board so the top side of the brownie is now on the bottom of the board
4. Cut brownie using the Plastic Pie Cutter or a Black Pizza Cutter, not a knife cut the brownie 7 x 5.
5. Using the Powder Sugar Shaker, shake a medium dusting of powder sugar over entire brownie, edge to edge with the brownie barely visible. Always cut the Brownies, before adding powder sugar. Replace when down to 1/2 full and consolidate with the new brownie as it is used up.

1. On a full pan of brownies cut them in half and remove one half and place in the appropriate size carry out box.
2. Cut into squares 3 x5 using the plastic pie cutter, and then cover with powdered sugar.

Abbreviation

FB

HEADS UP!

- IF BROWNIES ARE DRY THEN THE WATER TEMPERATURE IS TOO HIGH OR THERE IS NOT ENOUGH WATER. THE OVEN TIME IS TOO SLOW OR THE TEMPERTURE IS TOO HIGH! OR PRODUCT SAT OUT UNCOVERED LONGER THAN 2 HOURS!

- IF BROWNIES ARE TOO MOIST THEN WATER TEMPERATURE IS TOO LOW OR THERE IS TOO MUCH WATER. THE OVEN TEMPERTAURE COULD BE TOO LOW OR THEY WERE PLACED IMPROPERLY IN THE OVEN!

- IF BROWNIES STICK TO THE PAN THEN THE PANS WERE WET PRIOR TO MIXING!

- IF BROWNIES HAVE DRY POCKETS OF MIX THEN THE MIX WAS NOT PROPERLY MIXED!

- BROWNIES HAVE BLACK EDGES ON TOP THEN PRODUCT WAS NOT PROMPTLY REMOVED FROM OVEN AFTER COOKING!

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Garlic Bread Sticks

Equipment Needed:

3-ounce spoodle Shaker
 3" Brush Marker
 Plastic Wrap ½ Baker Pans
 Calibrated ounce scale ¼ Baker Pans

Shelf Life: 40 hours once prepped.

Shelf Life once cooked: 30 minutes once cooked.

Prepping with Deep Dish Dough

1. Using a 3 oz Spoodle, pour the appropriate amount of butter flavored topping in a line down the length of the Bakers Pan.
2. Using a 3" brush, brush the butter flavored topping on the pan evenly to the edges and corners.
3. Cut 30 oz. of deep dish dough for a large and 15 oz. for a medium in a square 1-2" thick.
4. Press out dough to within two inches of the edges and corners of the pan, flip dough over and repeat process of pressing dough out to edges and corners of pan.
5. Wrap dough with plastic wrap, label with Day, Time (including am/pm), and Initials.
6. Let proof until dough fills the pan.
7. Place dough on dough rack in walk-in cooler first in first out.

Size Butter Flavor Topping Amount of Dough

Medium 1 ½ oz. 15 oz.

Large 3 oz. 30 oz.

Cooking Garlic Bread Sticks

1. Remove dough from walk-in, let dough warm 10-45 minutes.
2. Remove plastic wrap from dough.
3. Place dough in oven front flush lengthwise cooking 1 full pass.

Size Cuts

Medium 6 by 1

Large cut in ½, 6 x 1 on each half Medium 6 x 1

Large Serving Procedures

1. When product exits oven, apply 12 rows of butter flavored topping on top of garlic bread.
2. Spread butter evenly over top with a 3" brush.
3. Using the shaker, shake the garlic bread shake over the top, until evenly covered, 10 seconds.
4. Remove garlic bread from pan onto cutting board and cut bread in half with green cutter and place on two serving boards.
5. Cut each half 6 x 1 with a green cutter.
6. Place one half on the buffet in the appropriate spot; place the other half in the warming box or on the staging warmer.
7. Garlic bread can only stay on staging warmer for 5 minutes then it must be added to the buffet. Garlic bread can stay in the warming box as long as needed not exceeding the shelf life of 30

minutes.

Medium Serving Procedures

1. When product exits oven, apply 6 rows of butter flavored topping on top of garlic bread.
2. Spread butter evenly over top with a 3" brush.
3. Using the shaker, shake the garlic bread shake over the top, until evenly covered, 5 seconds.
4. Remove garlic bread from pan onto cutting board and cut bread and cut with green cutter 6 x 1.
5. Place one half on the buffet in the appropriate spot; per the buffet setup schematic.

Carry Out Procedures

1. For a large Garlic order place 14 sticks in a medium box with two 3 oz soufflé cups of pasta sauce.
2. For a medium Garlic order place 7 sticks in a medium box with one 3 oz soufflé cup of pasta sauce.

Abbreviation

Garlic



Garlic Parmesan Knots

Equipment Needed:

3" brush
Ounce scale
Pizza cutter
Red 2 oz Cup or a 2 oz. spoodle

Ingredients: 24 hour proofed medium round dough
Garlic Sauce
Parmesan Cheese

Shelf Life: 24 hours once prepped / 1 hour once removed from oven

PREP PROCEDURES

1. Use dough that has proofed for at least 24 hours.
2. Stretch dough balls out on table to approximately 5" x 12".
3. Using a 3" brush, apply 1 full brush of garlic sauce (1 oz.) over the entire surface of the dough, all the way to the edges of the dough.
4. Using the red portion cup (or a 2 oz. spoodle), apply 1 level scoop of parmesan cheese over the dough and spread over the entire surface of the dough.
5. Roll dough into its width making sure to get no more than 2 to 3 rolls. Stretch dough out by pulling gently from both ends to approximately 12 inches.
6. Cut rolls 11 times with the pizza cutter into approximately 1" widths. Cut roll in half, then cut each half 5 times.
7. Brush 1 brush of oil on:
 - a. ¼ sheet pan for 12 rolls
8. Place rolls in pan 3 x 4
8. Brush 1 brushes of oil on:
 - a. ½ sheet pan (brownie pan) for 24 rolls
- b. Place rolls in pan 6 x 4
9. Wrap with plastic, label with Day, Time including am/pm, and initials.
10. Place immediately in walk-in cooler FIFO.

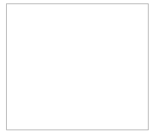
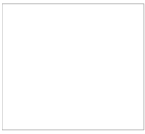
COOK PROCEDURES

1. Let stand at room temperature 10 to 45 minutes prior to cooking.
2. Place pan in oven front flush.
3. Allow a 2" gap from the edge of the oven and a 2" gap from other products.

CUTTING PROCEDURES

1. Using the tri-tip squeeze bottle, squeeze garlic sauce over the tops of the garlic knots to cover completely.
Approximately 3 rows on each roll.
2. Remove from pan and place in serving pan keeping the same orientation as the baking sheet. Rolls should not be stacked in the pan
3. Place in appropriate spot on the buffet with tongs.

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TO GO PROCEDURES

1. Using the tri-tip squeeze bottle, squeeze garlic sauce over the tops of the garlic knots to cover completely.
Approximately 6 rows on each roll.
2. Apply 3 rows of garlic sauce on the top of each roll.
3. For a medium order place 6 knots into a small 7" box
4. For a large order place 12 knots into a pick 6 box
5. Place box in/on to go warmer with ticket in top box facing outwards.

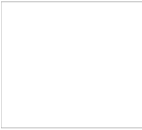
HEADS UP!

☐ IF GARLIC KNOTS ARE NOT PROOFING OR EXPANDING WHEN COOKED THEN THEY WERE

ROLLED TOO MANY TIMES!

☐ WHEN GARLIC KNOTS ON BUFFET BECOME HARD TO THE TOUCH THEY ARE PAST THEIR SHELF LIFE!

☐ IF GARLIC KNOTS DO NOT HAVE A GARLICKY SMELL OR TASTE, THEN THE GARLIC SAUCE WAS NOT USED, OR IMPROPER PROCEDURES WERE USED, OR NOT ENOUGH GARLIC SAUCE WAS APPLIED TO THE PRODUCT!

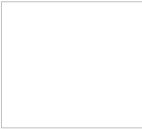


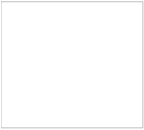
Garlic Sauce

Garlic Seasoning Shelf Life: 30 days received
Butter Flavor Topping Shelf Life: 30 days received/7 days open
Garlic Sauce Shelf Life: 48 hours once prepped

PREP PROCEDURES

1. In a clean and sanitized 1/3 pan weigh out 4 pounds of butter flavor topping.
2. Add 1 pouch of Garlic Seasoning to the butter flavor topping and which for 60 seconds.
3. Cover and label with product, day, time including am/pm, and your initials. Place in walk-in FIFO.
Product is ready to use.
4. Pour sauce into a clean and sanitized 1/6 pan for use at the make table.





Ice Tea

Brewed Ice Tea

Equipment Needed:

Tea Brewer

Tea Bags

Whisk

Ounce Scale

Pitcher

Shelf Life: End of Day

Unsweetened Tea

1. Place three 1-oz. Iced Tea bags evenly so there is no gap in the middle of brew basket.

2. Push start button to brew 3 gallons of Iced Tea.

Sweetened Tea

1. Take pitcher and add 32 ounces (2 lbs.) of sugar. Measured by weight not volume.

2. Pour 16-oz hot water in pitcher. Stir until completely dissolved.

3. Pour the solution into tea urn with finished Iced Tea. Stir slightly.

4. Drain a gallon of tea from spout and re-pour into tea urn to assure mixing of sugar and tea.

Steeped Ice Tea

Equipment Needed:

4 ½ gallon plastic buckets

Tea Bags

Measuring Cup

Whisk

Scale

Shelf Life: End of Day

Steps:

1. Fill one 4 ½ -gallon bucket with 3 gallons of water at a minimum temperature of 140°.

IF MAKING

SWEET TEA ADD 3 POUNDS OF SUGAR AT THIS POINT, STIR FOR 30 SECONDS

UNTIL SUGAR

IS DISSOLVED.

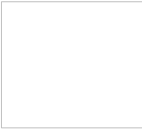
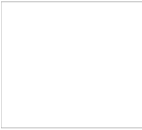
2. Add 4 tea bags, cover and let steep for 20-minutes.

3. After 20 minutes remove tea bags, making sure NOT to squeeze them out. Add 1 gallon of cold water and stir with whisk.

4. For immediate use: Pour tea into tea urn.

5. For later use: Cover, label, day, time (including AM/PM) and initials store in walk-in.

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Italian Signature Salad

Equipment Needed:

- Mixing bowls
- Tongs
- Ounce Scale
- Spatulas
- 4 – Two ounce ladles
- 1 – Three ounce ladle

Shelf life Prepared: 30-minutes on salad bar

PREP PROCEDURES

- 1. In a clean stainless bowl add the proper amount of ingredients.
- 2. Using salad tongs mix salad thoroughly in the bowl.
- 3. Place the mixed salad on the salad bar.
- 4. Salad should be re-mixed on the buffet at least every 5 minutes.

Size Salad Mix Red Onions Black Olives Banana Peppers Tomatoes Italian Dressing
½ Batch 2 – 12” Tongs ½ Tong ½ Tong ½ Tong 4 Count ½ Ladle
(1 Qt.) (1 ½ oz.) (1 ½ oz.) (1 oz.) (1 oz.) (1 ½ oz.)
Single 4 – 12” Tongs 1 Tong 1 Tong 1 Tong 8 Count 1 Ladle
Batch (2 Qt.) (1 ½ oz.) (1 oz.) (2 oz.) (2 oz.) (3 oz.)
Double 8 – 12” Tongs 2 Tongs 2 Tongs 2 Tongs 12 Count 2 Ladles
Batch (4 Qt.) (2 ½ oz.) (2 oz.) (4 oz.) (4 oz.) (6 oz.)

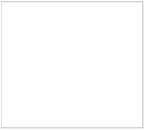
CONSOLIDATION

- 1. Salad may be consolidated as needed within shelf life.
- 2. Place the unused salad on top of the newest product on the salad bar.

Note:

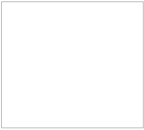
Double batches of salad should only be used during high volume times.
Single batches will be used the majority of the time.

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Italiano Pizza

Shelf Life: 25 minutes once removed from oven
Italiano Sauce: 14 days received / 48 hours open



- COOK PROCEDURES
1. Place the appropriate amount of Sauce onto par baked skin, spread out all the way to the edges using the spoodle and/or brush.
 2. Adhere to the Italiano Rotation Chart when determining the proper amounts and order of toppings.
 3. Place the pizza back flush with the oven entry.

- CUT PROCEDURES
1. Cut 3 by 2 on a giant pan using the green cutter. Refer to the cut chart.
 2. Slide pizza onto the presentation board and place on the buffet. Refer to Buffet Setup Schematic.

3 x2

- CARRY OUT PROCEDURES
1. Remove pizza from oven onto giant pan.
 2. Cut 3 by 2 using the green cutter.
 3. Slide pizza into a large Carry Out Box so the pizza is horizontal to the opening of the box

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ITALIANO VEG = Tc VEG

Doughball Italiano Cheese Onion Green Black Mushroom Parm/Oregano
Sauce Pepper Olive
7 oz 4 oz 2.5 oz 1 oz 1 oz 1 oz 1 ½ oz 3 seconds

ITALIANO PEPPERONI AND SAUSAGE = Tc PS

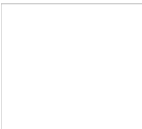
Doughball Italiano Cheese Pepperoni Sausage Parm
Sauce Oregano
7 oz 4 oz 2.5 oz 12 1 ¼ oz 3 seconds

ITALIANO MELTDOWN = Tc Melt

Doughball Italiano Cheese Parm
Sauce Oregano
7 oz 3 oz 5 oz 10 seconds

ITALIANO GARLIC = Tc GV

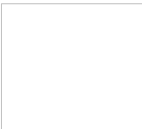
Doughball Garlic Onion Black Tomato Cheese Parm
Sauce Olive Oregano
7 oz 2 oz 2 oz 1 oz 2 oz 2.5 oz 3 seconds



Low Carb Casserole

- Cooking
1. Place 1ounce of black olives in container. Net Carbs 1 gram
 2. Place 1ounce of mushrooms. Net Carbs 1 gram
 3. Place 1 ounce of green peppers . Net Carbs .5 grams
 4. Place 1 ounce of onions. Net Carbs 2.4 grams
 5. Place .5 ounce of pepperoni. Net Carbs .05 grams
 6. Place 1 1/2 ounces of ham on top of pepperoni. Net Carbs .345 grams
 7. Place 4 ounces of pizza cheese on top. Net Carbs 3.2 grams
 8. Place 1 ounce of cheddar cheese on top of pizza cheese. Net Carbs 1 gram
 9. Sprinkle with Garlic/Parm/Oregano Mix. Net Carbs .125
 10. Place back of product back flush with the outside of oven entry. Cook one time through the oven.

Per Analytical Food Laboratories this recipe consists of approximately 12 net carbs per serving.
Actual net carbs may vary.





Mac and Cheese Pizza

EQUIPMENT NEEDED:

Rubber Spatula Small whisk
 3-ounce spoodle Measure Cup
 1.5 quart stainless steel bowl

Marinating Time: 1 hour in cooler

Shelf Life: Cheese Sauce Prepped 48 hours

Mac and Cheese on Buffet 25-minutes

Ingredients: 1 Cheese Sauce Packet

32 ounces of cold tap water

SAUCE PREPERATION PROCEDURES

1. In a 1/6 pan pour 32 ounces of cold tap water.
2. Pour one packet of Mac and cheese sauce.
3. Mix together with the small whisk for 60 seconds, until sauce is thoroughly combined.
4. Wrap with plastic wrap label with day, time including am/pm and initials.

STEP ONE COOK PROPCEDURES

1. Stretch appropriate size dough ball on screen.
2. Apply appropriate amount of sauce to stretched dough and spread evenly to a 1 inch from the edge of the pizza.

STEP TWO COOK PROCEDURES

1. Weigh out the appropriate amount of pasta into mixing bowl for Mac and cheese. Portion out the appropriate amount of sauce into bowl with pasta. Mix pasta and sauce together, using a rubber spatula.
2. Using the spatula scrape Mac and cheese topping onto stretched dough and spread evenly to edge of sauce.
3. Apply the appropriate amount of Mozzarella cheese over Mac and cheese.
4. Place in oven front flush.

Size Sauce on Dough Pasta Noodles/Mac n Cheese Sauce Mozz

Sc 1 oz 2 oz Pasta/ 2 oz sauce .5 oz

Mb 3 oz 5 oz Pasta/ 3 oz Sauce 2 oz

Lc 4 oz 8 oz Pasta/ 4 oz Sauce 3 oz

CUT PROCEDURES

1. Cut on a giant pan with the correct number of cuts using the green cutter.
2. Slide onto the appropriate sized pan with the screen.

CUTS

Buffet 5

Carry Out

S2

M3

L5

Abbreviation

MAC

HEADS UP!

- IF NOODLES ARE BURNT/CRUNCHY THEN THEY WERE NOT PROPERLY MIXED WITH SAUCE!

- IF PIZZA IS RUNNY THEN TOO MUCH SAUCE OR CHEESE WAS ADDED TO PRODUCT!

- IF PRODUCT DRIES OUT PRIOR TO 25 MINUTE RULE THAN NOT ENOUGH SAUCE OR CHEESE WAS APPLIED!

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Ole Pizza

Equipment Needed:

Bag cutter Spatula

Wire Whisk Plastic wrap

Green Cutter Ole Sauce

Marker 3 oz perforated spoodle

Marinate: 1 Hour in walk-in

Shelf Life: 48 Hours

Description: Bright red in color with no separation of sauce and water. No evidence of moisture loss.

Ingredients: 1 pouch of CiCi's Ole Sauce

10 ounces of cold tap water

HEADS UP!

● IF PIZZADRIES OUT PRIOR TO THE 15 MINUTE SHELF LIFE THEN BUFFET WARMERS MAY BE TOO HOT!

PREPPING SAUCE

1. Check the Prep to Build Chart for the number of batches to be prepped.
2. Pour sauce in clean container. Use a bag cutter to remove excess sauce from pouch.
3. Measure 10 oz. of cold tap water per bag of Ole sauce.
4. Pour the water into the container with sauce and mix for 60 seconds.
5. Wrap container with plastic wrap and label with day, time including AM/PM, initials and type of sauce.
6. Place into walk-in refrigerator and rotate FIFO.

COOK PROCEDURES

1. Choose appropriate size stretched round dough.
2. Pour the appropriate amount of sauce in the center of the pizza. Use the bottom of the spoodle to spread sauce in a spiral motion to 1" from the edge of the pizza dough.
3. Place appropriate amount of beef topping on pizza.
4. Place front of the food product flush with the oven entry. Cook one time through the oven.

SIZE DOUGH BALL OLE SAUCE B LETTUCE CHEDDAR SAUCE

12" M: 7 oz 4 1/2 oz 2 1/2 oz 5 oz 1 oz 3/4 oz

15" Lc 14 oz 9 oz 4 oz 6 oz 3 oz 1 1/2 oz

CUT PROCEDURES

1. If cutting pizza on screen, remove pizza and screen from oven with appropriate size serving pan
2. If cutting pizza on giant pan, remove pizza onto giant pan.
3. Cut Ole with a green cutter, place on serving pan with hot screen send back to cook station.
4. Once cut; top with shredded lettuce, cheddar cheese, and ole sauce.

CUTS

Buffet 5

Carry Out

S 2

M 3

SERVING PROCEDURES

1. The stocker must place the finished Ole pizza on the buffet immediately.
2. Perform the ole cheer as pizza is put on buffet – “Uno, Dos, Tres, Ole!”
3. The ole pizza is good for 15 minutes on buffet.

Note: Specialty Pizzas for Carry Out, do not get the (1) ounce extra cheese.

Abbreviation

Ole

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Par Baked Dough

House Par BakeShelf Life: 24 hours baked room temperature
Vendor Par Bake Shelf Life: 6 months frozen/14 days refrigerated/48 hours at room temperature

HOUSE PAR BAKE PROCEDURES

Prepping with Round Dough
1. Prep enough 7 oz doughballs to get you through the day. Place 15 doughballs per tray and label them with day, time including am/pm and initials.

Par Bake Procedures
1. You can par bake enough in the morning for the entire day, or par bake them after dinner.
2. Stretch out a 7 oz doughball onto a large 15" screen until it reaches an approximate 11" by 15" rectangle. Be careful when stretching the dough not to tear or stretch too thin.
3. Dock the stretched dough 4 times.
4. Place the center of the skin at the ½ way mark in the oven.
5. Remove from oven and place on pizza rack to cool for 30-minutes.
6. Wrap par baked skins in packs of 10, label with day, time including am/pm and initials.
7. Place wrapped skins in a full size cambro on the deep dish rack by the oven.

VENDOR PAR BAKE PROCEDURES

1. Remove bags of par baked dough from boxes and label with Day, Time including am/pm, and your initials.
2. Stack bags on sheet pans, no more than two deep and place in dough racks.
3. Keep bags closed to prevent product from drying out.
4. Product is ready to use once completely thawed.

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Pasta Noodles

EQUIPMENT NEEDED:

2 Gray Bus tubs

Bus tub lids

Spatula

3" Brush

Pasta basket

Pasta cooker

Calibrated Scale

Masking Tape

Marker

Shelf Life: 48 Hours Once Cooked

Ingredients: 5 lbs. of cavatappi pasta (1 Bag)

2 oz. Salt added to boiling water

3 oz. Soy Oil per bag mixed in pasta after cooking

Description: Cooked al dente (firm in center) no evidence of noodles hardening, drying or having

rubbery texture.

Steps:

1. The water for cooking pasta is to be used only twice. Salt will be added again only when changing the water. NEVER COOK MORE THAN 1 BAG AT A TIME. NEVER PUT MORE THAN 2 BAGS IN A

BUSTUB. NEVER USE WATER MORE THAN TWICE.

2. Check Prep to Build Chart for number of batches to be prepped.

3. Close drain on pasta machine, fill with water, and turn pasta machine on BOIL.

4. Lightly brush a clean gray bus tub with oil.

5. Measure salt and add to water.

6. Empty one 5-pound bag in basket, Place basket on basket arm.

7. Set timer for 8 minutes. Press start button to lower basket into water. Stir

immediately, and then stir

every 2 minutes while cooking.

8. Fill a gray bus tub 1/2 to 3/4 full with ice and one 8 quart lexan of water.

9. When basket rises, remove and let water drain off, and place the basket in the gray

bus tub with ice and

water stirring continuously, pasta should be cooled to 40 degrees by end of ice bath.

10. Once drained, place pasta in the oiled gray bus tub and discard ice and water. Pour the appropriate

amount of oil in bus tub over pasta (3 oz. for 1 bag, 6 oz. for 2 bags). Stir for 30 seconds

until evenly

mixed.

11. Cover gray bus tub with lid and place a strip of masking tape on front of bus tub.

Label masking tape

with product, day, time including am/pm and initials. Immediately, Place bus tub in

walk-in refrigerator

and rotate FIFO.

HEADS UP

IF THEN

Pasta too crunchy More than 5 lbs. Cooked at once

Not cooked long enough

Pasta sticks together Not stirred enough

Not oiled properly

Pasta dry or tough Pasta older than 36 hours

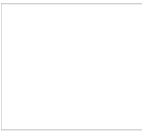
Not oiled properly

Pasta is soggy or breaks up Not strained enough

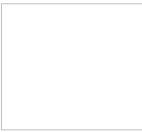
Cooked and left in ice bath too long

Over cooked

Left in warmer too long



Entrée Pasta Salad



MARINATING TIME: 1-hour
PREPARED SALAD SHELF LIFE: 48 hours

- Salad Prep Procedures:
1. Weigh out 5 lbs. of cooked cold pasta and pour into a clean and sanitized gray bustub.
 2. Add the following ingredients, black olives, green olives, diced tomatoes, banana peppers, into the tub of pasta noodles.
 3. Measure out 20 oz. by volume of the Signature Italian Dressing and pour over ingredients, using a rubber spatula fold mixture until thoroughly combined.
 4. Cover with lid and label with day, time, including am/pm, and initials.
 5. Place in walk-in cooler FIFO.
 6. Product must be stirred with a rubber spatula before transferring to another container or adding to salad bar.

Cooked Pasta Black Green Diced Tomatoes Banana Signature Italian
Noodles Olives Olives with juice Peppers Dressing
5 lbs. 5 oz 5 oz 12.5 oz 2.5 oz 20 oz



Pasta Sauce

EQUIPMENT NEEDED:

Bag cutter Measuring Cup
Sanitized Container Whisk
Spatula Masking Tape
Marker Calibrated Scale

Red Pasta Sauce

Marinate: 1 Hour
Shelf Life: 48 Hours

Pasta Station

1 bag of Marinara Pasta Sauce
3 lbs. of cold tap water

Description: Bright red in color with no separation of sauce and water and no evidence of moisture

loss. Evidence of oil and diced onions. When sauce is the proper consistency, there will

be tracks left in sauce when stirred.

Steps:

1. Check the Prep to Build Chart for the number of bags to be prepped at that time.
2. Open bags; pour sauce in clean, sanitized container.
3. Use a bag cutter to squeeze all sauce from the bag.
4. Weigh appropriate amount of cold tap water per bag of sauce.
5. Pour the water in the container, and mix with wire whisk for 60 seconds.
6. Place lid on container and place a strip of masking tape on the container. Label with day, time including am/pm and initials as well as type of sauce on masking tape.
7. Place container into walk-in refrigerator and rotate FIFO.

Alfredo White Pasta Sauce

Shelf Life: 48 Hours prepped / End of day on buffet

Pasta Station

1 bag of Alfredo Pasta Sauce
8 oz. of cold tap water

Steps:

1. Check the Prep to Build Chart for the number of bags to be prepped at that time.
2. Weigh appropriate amount of cold tap water per bag of sauce and pour into a sanitized container.
3. Open bags, pour sauce into the container
4. Use a bag cutter to squeeze all sauce from the bag, and whisk for 60 seconds or until fully blended.
5. Place lid on container and place a strip of masking tape on the container. Label with day, time including am/pm and initials as well as type of sauce on masking tape.
6. Place container into walk-in refrigerator and rotate FIFO.

ALWAYS STIR SAUCE BEFORE USING OR BEFORE TRANSFERRING TO A
DIFFERENT
CONTAINER.

HEADS UP!

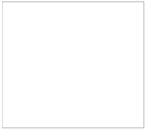
☐ IF THE SAUCE SMELLS OR TASTES SOUR THEN THE CONTAINER WAS NOT
CLEAN PRIOR

TO USE OR SAUCE IS PAST ITS SHELF LIFE!

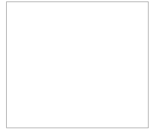
☐ SAUCE IS TOO THICK OR TOO THIN THEN SAUCE HAS NOT BEEN STIRRED
BEFORE EACH
USE OR WATER WAS NOT MEASURED PROPERLY!

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Pepperoni Flip
Equipment needed:
7 oz. dough ball
Mac n Cheese Sauce
Pepperoni
Butter flavor topping
Garlic Parm/Oregano
Docker



Shelf life on buffet: 25 minutes

COOK PROCEDURES

1. Stretch a 7 oz. dough ball onto a large screen, dock 4 times.
2. Put 1 heaping 3 oz. spoodle of Mac N Cheese Sauce on half of the stretched dough to ½" from the edge.
3. Place 18 Pepperoni onto the sauce. ½" from edge.
4. Fold over dough to form a semi-circle.
5. Using the docker, roll two rows of spikes around the open end of the product 2 times, crimping the edges together.
6. Apply 6 rows of butter flavor topping on top of the Pepperoni Flip. One pass down the length of the flip, the other pass around the curve of the product.
7. Apply 3 second shake of Garlic Parm/Oregano on top.
8. Place front flush in oven.

CUT PROCEDURES

1. Remove product from screen with giant pan.
2. Cut the Pepperoni Flip 6 times with a green cutter.
3. Place the Pepperoni Flip onto a clean serving board.

CONSOLIDATION PROCEDURES

1. Product may be consolidated.
2. Do not stack product, place product around edges of pan.
3. Product may only be consolidated one time.

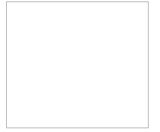
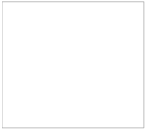
SPECIAL REQUEST PROCEDURES

1. If a guest asks for a special request, use the Large Topping Chart, and use ½ of the appropriate toppings.

Abbreviation

Flip

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Pizza Sauce

EQUIPMENT NEEDED:

Clean Bucket

½ Pans and Lids

Wire Whip

Spatula

Masking Tape

Marker

Bag Cutter

Marinate: 1 Hours

Shelf Life: 48 Hours

Ingredients: 2 Bags of Sauce

8 Lbs Cold Tap Water

Description: Bright red in color with no separation of sauce and water and no evidence of moisture

loss. When sauce is the proper consistency, there will be tracks left in sauce when stirred.

PREP PROCEDURES

1. Add 8 pounds of cold tap water to clean bucket.
2. Add 2 bags of CiCi's pizza sauce into bucket with water and whip for 60 seconds or until there are tracks left in the sauce
3. Stage sauce into half pans for storage and use. Cover and label with Day, Time including AM/PM and Initials, and marinate in walk-in for 1 hour prior to use.
4. Place container into walk-in refrigerator and rotate FIFO.

AMOUNT WATER SAUCE

1 Batch 8 Lbs. 2 Bags

ALWAYS STIR SAUCE BEFORE USING OR BEFORE TRANSFERRING TO A DIFFERENT CONTAINER.

HEADS UP!

• IF SAUCE SMELLS OR TASTES SOUR THEN CONTAINER WAS NOT CLEAN PRIOR TO USE OR SAUCE IS PAST ITS SHELF LIFE!

• SAUCE IS TOO THIN OR TOO THICK THEN PRODUCT WAS NOT STIRRED PRIOR TO EACH USE OR WATER NOT MEASURED PROPERLY!

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Round Dough Cooking

Stretching Dough with Dough Press

1. Remove dough from walk in and set at room temperature for at least 10 minutes prior to stretching. This is a very important step. When pulling dough to be stretched there is a 45-minute maximum time on dough being out of the walk-in. Dough must not get above 65°. This may vary due to the temperature of your kitchen area. Make sure to pull enough dough for the expected flow of business.
Note: For carry out pizzas if the dough has not been set out for 10-minutes, the dough must be pressed on the dough press holding the handle down for 20-seconds. This will ensure a quality carry out product for the guest.
2. Temperature of the dough press should be set at 150 °.
3. Remove dough ball from bun pan, wipe top of dough ball on bun pan to pick up oil for lubrication when pressing dough. DO NOT keep oil at the stretch table, or add oil to the pan/dough. Only use the oil that is on the pan.
4. Place dough ball on the bottom press platen.
5. Make sure bottom platen is pushed back in completely.
6. Pull press down 5-6 seconds. Do not apply heavy pressure on the arm of the dough press. Dough should be the approximate size of the screen.
7. Remove pressed dough and place on center of pizza screen, making sure to flip the dough over onto the screen so the heated side of the dough ball is on the bottom
8. Using one hand, pull edge of the dough even with edge of screen.
9. Use your other hand to hold the dough in place on the edge of the pizza screen (be careful not to push the dough through holes on the bottom of screen).
10. Rotate the dough/screen until all edges of the dough completely cover the screen, but do not go over the edges of the screen.
11. Dock 4 times for a large 3 times for medium and small dough (using single strokes).

(Note: Docking more causes crisper crust and docking less will cause bubbling)

Hand Stretching

1. Lightly flour the topside of the dough ball.
2. Press the dough ball out starting around the edges. Work your way around the dough and then press out the center.
3. Make sure that the center is slightly thicker than the edges (no thicker than 1/2" at the center and no thinner than 1/8" at edges)
4. Be sure there are no excessively thick or thin spots in dough ball.
5. Pick up dough ball from table and slap between your hands.
6. Rotate 1/4 turn between each slap until the size of the slapped dough ball is approximately 1" smaller in diameter than the appropriate size disk.
7. Spinning/tossing the dough in air is optional.
8. Continue by pulling the dough to the edge of the screen and docking the pizza as described in the dough press stretching procedure.

Amounts Stretched

1. Shelf life of stretched pizzas is 30 minutes (30-minute rule)
2. Do not begin stretching, saucing, cheesing and topping pizzas any earlier than 30 minutes prior to the start of the buffet. (Prepping more than the correct amount will cause the last group of pizzas placed in the oven to be exposed to air for too long, resulting in moisture loss and an inferior

product.)

3. Stretch, sauce, cheese and top enough pizzas to meet the needs of the guests for the next 30 minutes.

The order of application of toppings for round pizza are:

Sauce

Cheese

Toppings (in order of the topping charts)

Application of Sauce

1. Using the correct spoodle, apply the correct amount and type of sauce as specified on the appropriate

topping chart. (For specialty pizzas refer to specialty topping chart).

2. Pour the sauce in the center of the pizza.

3. Use the bottom of the spoodle to spread the sauce in a spiral motion to 1" from the edge for all pizzas.

Extra Sauce

1. DO NOT count extra sauce as an extra topping when making pizzas.

. Large = 4 oz. Medium = 1 level 4 oz. spoodle Small = 2 1/2 oz.

Application of Cheese

1. Use a calibrated scale, weigh the proper amount of cheese specified on the appropriate topping chart.

2. Start with the outside edge of the pizza and apply approximately 1/2 the cheese in a 3" ring all the way around the edge of the pizza.

3. Be careful not to place any cheese over the edge of the sauce onto the crust. (This will cause the cheese to burn and negatively impact the quality and presentation of the product.)

4. Sprinkle the remaining cheese evenly over the uncovered portion in the center of the pizza.

There should be no red spots of sauce larger than 1/4" showing through cheese or clumps of cheese on the pizza.



Extra Cheese

1. For extra cheese, look on the appropriate topping chart, add the amount of cheese specified as extra
2. Specialty pizzas, for carry out, do not get extra cheese.

Application of Toppings

Toppings must always be put on in the order of the topping chart FROM TOP TO BOTTOM

Example: On a round pizza with pepperoni, mushrooms, black olives and anchovies, the order of toppings are:

- Sauce
- Cheese
- Pepperoni (flat meat, above all other toppings on chart)
- Mushrooms (weighed topping, on chart after pepperoni)
- Black olives (weighed topping, below pepperoni & mushrooms)
- Anchovies – below all other toppings on chart (always the last topping to be applied)
- Flat Meats (pepperoni and anchovies) are counted by the piece.

1. Move around the edge of the pizza placing approximately one-half of the toppings all the way out to the edge of the cheese and sauce, being careful not to place any toppings over the edge of the sauce and cheese onto the crust

2. Take the remaining toppings and distribute evenly in the uncovered portion in the center of the pizza.

3. Keep equal spacing between each flat meat on all parts of the pizza, and avoid Center Loading the pizza (placing too many toppings in one area of the pizza or not bringing all toppings to the edge of the sauce and cheese.)

How To Read Toppings Charts

1. Determine the number of toppings on the pizza. That number corresponds to the column used to find the actual amount of toppings.

2. Cross-reference the topping name with the appropriate column on chart. The number is the amount of topping to place on top of the pizza.

Extra Cheese Does Not Count as a topping when building a pizza.

Example: Pizza Number of Toppings Column

Mc P O 2 topping pizza 2 column on topping chart

Lc S M O J 4 topping pizza 3-5 column on topping chart

Building Half Pizzas

When half and half toppings are ordered:

1. Divide pizza into 2 halves, build each half separately, treat each half as a separate pizza.
2. Add up the toppings on the first half of the pizza, refer to the corresponding "number of toppings column" for each item and divide each item by 2.
3. Repeat the same steps for items on the second half.

S S

When whole and half toppings are ordered Example: Lc S M $\frac{1}{2}$ P:

1. Divide pizza into 2 halves; treat each half as a separate pizza. MM
2. Make sure to place the "whole" item on both halves.
3. Add up toppings on the first half of pizza; refer to the corresponding P "number of toppings column" for each item and divide each item by 2.
4. Repeat same steps for the items on the second half

For the Example:

1. Sausage and mushroom are on the whole pizza, with pepperoni on half. Because it is a $\frac{1}{2}$ and $\frac{1}{2}$ pizza it is now considered 2 pizzas, for topping purposes.

st

2. For the 1 half (sausage and mushroom) refer to the 2 topping column on the topping chart. You should

place 1.75 oz. of sausage (3 ½ oz. cut in half) and 1.5 oz. of mushroom (3 oz. cut in half) on the pizza.

nd

3. For the 2 half you will refer to the 3-5 topping column on the topping chart

4. You should place 9 pepperonis (18 cut in half) and 1.5 oz. of sausage (3 oz. cut in half) and 1.25 oz. of mushrooms (2 ½ oz. cut in half) on the pizza.

Extra Toppings

Each "extra" topping counts as one additional topping. A pizza with extra pepperoni would be a 2-topping

pizza with the amounts taken from the 2-topping column on the topping charts and doubled.

Examples:

Extra Pepperoni 2 topping column x2

½ extra Pepperoni 2 topping column x2 ÷ 2

Extra, Extra Pepperoni 3-5 topping column x3

½ extra, extra pepperoni 3-5 topping column x3 ÷ 2

Placing Products in the Oven

Place all food products 1" from the edge of the wire conveyor belt to allow thorough cooking. Leave a 1" gap

between all items to allow the air to flow freely, with the exception of the cinnamon rolls, which needs a gap

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of at least 2" because the screen placed on top of the cinnamon restricts the flow of air from the top oven fingers from other products placed too closely. Place front of the round pizza flush with the outside of the oven entry. Cook one time through the oven. Always place carry out pizzas in bottom oven with a black olive on the crust, so it is easily identifiable.

Cutting Procedures

When cutting a round pizza product:

1. Do Not remove products off the conveyor belt before it passes completely through oven exit.
2. Pizza must be cut completely through.
3. If cutting pizza on screen, remove pizza, with screen, from oven with appropriate size serving pan.
4. If cutting pizza on a giant pan remove pizza onto giant pan without screen.
5. Cut straight across the pizza away from your body.
6. At the edge of the pizza crust opposite you, pivot the cutting utensil 1/8 turn. This will ensure a clean cut all the way through the pizza.
7. Turn pizza, and repeat the cutting process until you have the correct number of cuts. The slices should be 2.5" – 3.5" wide at the crust.
8. Cut around any bubbles that may be present and discard into waste container.
9. Cut all products into equal sized pieces to avoid waste.
10. All round pizzas must be served on a hot disk, use the disk the pizza was cut on to serve.
11. Cut with a green cutter.

Serving Round Pizza

All round pizzas must be served on a hot pizza screen and appropriate size pan. For round pizza, use the disk the pizza was cooked on for serving.

HEADS UP!

• GEOGRAPHICAL, ATMOSPHERIC CONDITIONS & TEMPERATURE MAY AFFECT PROOF TIMES ON DOUGH! HOTTER TEMPERATURES CAUSE DOUGH TO RISE MORE QUICKLY!

• IF DOUGH WILL NOT ROLL OR STRETCH EASILY THEN DOUGH IS TOO YOUNG (GREEN), THERE IS NOT ENOUGH WATER OR OIL, THE WALKIN IS TOO COLD OR DOUGH WARMING PROCEDURES WERE NOT FOLLOWED!

• IF DOUGH IS CRACKER LIKE THEN THERE IS NOT ENOUGH OIL OR WATER OR THE DOUGH IS TOO YOUNG (GREEN) !

• IF DOUGH DOES NOT RISE THEN THE WATER OR ROOM TEMPERATURE IS TOO COLD OR DOUGH MIX ADDITIVE WAS NOT USED DURING PREP!

• IF DOUGH IS OVERPROOFING THE WATER OR ROOM TEMPERATURE IS TOO HOT! THE DOUGH WAS NOT PLACED IN COOLER IMMEDIATELY AFTER WRAPPING! DOUGH LEFT OUT LONGER THAN 45 MINUTES BEFORE STRETCHING OR DOUGH IS OLDER THAN 48 HOURS!

• IF DOUGH DOES NOT PROOF SYMETRICALLY THEN THE DOUGH BALLS WERE NOT ROLLED, OR SEALED PROPERLY!

- IF DOUGH SPREADS OUT ON BUN PAN AFTER THE 7 HOUR PROOF TIME THEN TOO MUCH WATER WAS USED!

- IF DOUGH IS NOT BROWNING THEN THE DOUGH MAY BE TOO YOUNG (GREEN) OR DOUGH WARMING PROCEDURES WERE NOT FOLLOWED!

- IF PIZZAS HAVE NUMEROUS BUBBLES THEN VERIFY PROPER DOCKING PROCEDURES AND CONDITION OF THE DOCKER OR DOUGH BALLS WERE NOT ROLLED TIGHTLY!



Round Dough Prep

Equipment needed:

Dough Cutter

Whisk

Measuring Cup Plastic Wrap

Calibrated Scale pound and ounce 3" brush

Calibrated Thermometer Marker

Towel

Bakers Pans

Dough Mixer and hook and mixing Bowl 8-quart lexan for measuring water

Proof Time 7 Hours in Walk-in

Shelf Life 48 Hours

Ingredients:

1 Dough Mix Additive Packet

16 lbs. 80 ° water

14 oz. Oil by Volume

30 lbs. Flour

Description: No evidence of yellowing, crusting/drying or over-proofing, bloating.

Steps:

1. Wipe down inside mixer bowl and dough hook with a sanitized damp warm towel.
2. Using a calibrated thermometer set water temperature to 80 °. Weigh out 16 Lbs. of 80° water.
3. Pour water in mixing bowl, add dough mix additive, mix with whisk for 30 seconds or until fully blended.
4. Add the 14 ounces of oil (by volume).
5. Add 1 bag of flour, attach dough hook, and mix.
For a 2 speed Hobart or Blakeslee, mix on speed 1 for 9 ½ minutes.
For a 4 speed Hobart, mix on speed 1 for 8 minutes.
For a 2 speed Globe Mixer, mix on speed 1 for 6 ½ minutes.
6. While mixing, oil the number of baker's pans you will need based on the number of batches you are doing. Spread the oil evenly to the edges of the bakers pan with a 3" brush
7. Check Prep to Build Chart for number of trays of each size to be prepped.
8. Sanitize prep table with sanitized towel. Once the dough finishes mixing, remove dough from bowl and place on the sanitized prep table. If prepping multiple batches, start the next batch of dough in the mixer.
9. Cut the dough into the following weights:
Small = 5 oz Medium = 14 oz Large = 17 oz Italiano/Ole/Flip = 7 oz
10. Roll dough with hands to eliminate air bubbles; tuck to eliminate holes in the bottom of the dough ball.
11. Place dough balls on oiled bakers pans sealed side up. Oil the topside of the dough ball and flip over to sealed side down position for storage.
12. Place the following numbers of dough balls on each bakers pan:
Small = 15 Medium = 14 Large = 11 Italiano/Ole/Flip = 15
13. Cover baker's pans airtight with plastic wrap.
14. Label with size, day, time of prep (am/pm), and initials of prep person, store immediately in walk-in refrigerator and rotate FIFO. Label product as close to the bottom edge of pan so that entire label can be read on all pans when stored.

Yield: Sc 10 Trays and 5 Dough balls

Mc 3 Trays and 12 Dough balls

Lc 4 Trays and 1 Dough ball

7 oz. 7 Trays and 4 Dough balls

Small 5 oz. Medium 14 oz. Large 17 oz. Italiano/Ole/Flip 7 oz
(15 total) (14 total) (11 total) (15 total)

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Spinach Alfredo Pizza

Equipment Needed:

Plastic Wrap Marker
Spatula Green Cutter
Strainer

Shelf Life: 24 Hours Prepped

Ingredients: 1 bag of Alfredo sauce (5.5 lbs.)

One box of thawed spinach (3 lbs.)

Description: Evenly distributed bright green pieces of spinach in Alfredo sauce that is creamy white in color and medium thickness. No evidence of moisture loss, crusting or yellowing of sauce.

Steps:

1. Check Prep to Build Chart for the number of batches to be prepped.
2. Place spinach in strainer and lightly press to remove excessive moisture. Drain for 5 min. If spinach is not drained thoroughly the Alfredo sauce turns milky green rather than white with green spinach pieces.
3. Place sauce in a clean container.
4. Place drained spinach into Alfredo Sauce and mix with spatula until evenly distributed, thoroughly scraping the sides and corners of container.
5. Place lid on container and place a strip of masking tape on the container. Write day, time including am/pm, initials and type of sauce on masking tape.
6. Store in walk-in refrigerator or make table and rotate FIFO.

COOK PROCEDURES

1. Choose appropriate size stretched round dough.
2. Pour the appropriate amount of sauce in the center of the pizza. Use the bottom of the spoodle to spread sauce in a spiral motion to 1" from the edge of the pizza dough. Add appropriate amount of cheese onto sauce.
3. Place no toppings on Spinach Alfredo pizza for the buffet.
4. For Special Request/Carry Out Spinach Alfredo where guest requests toppings, top like a round pizza.
5. Place front of the food product flush with the outside of oven entry. Cook one time through the oven.

SIZE SAUCE CHEESE

7" Sc 2 oz. 1½ oz

12" Mc 3 oz. 2 oz

15" Lc 5 oz. 4 oz

CUT PROCEDURES

1. If cutting pizza on screen, remove pizza and screen from oven with appropriate size serving pan.
2. Cut with a green cutter, on a giant pan. Pizza must be served on a hot disk.

CUTS

Buffet 5

Carry Out

S 2
M3
L 5

Abbreviations

SPIN

HEADS UP!

- ALFREDO SAUCE CONTAINS MSG!

- THE BRIGHT GREEN COLOR OF THE SPINACH WILL FADE AS THE PRODUCT AGES!

- IF THE ALFREDO SAUCE BEGINS TO TURN GREEN THE PRODUCT IS OLDER THAN 24 HOURS!

- IF THE ALFREDO SAUCE TURNS GREEN AFTER BEING PREPPED THEN THE SPINACH WAS NOT DRAINED PROPERLY!

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Tomato Alfredo Pizza

Equipment Needed:

Bag Cutter
Green Cutter
2 oz. Spoodle
3 oz. Perforated Spoodle
Colander
Shaker

Shelf Life:

Alfredo Sauce: 14 Days Received (must be refrigerated)/48 Hours Opened

Diced Tomatoes: 30 days received/7 hours opened

Description: Creamy white in color and medium thickness with no separation or lumps, and no evidence

of moisture loss, crusting or yellowing of sauce.

Steps:

1. Cut one corner of the pouch and pour Alfredo sauce into a container.
2. Use a bag cutter to squeeze all sauce from the bag.
3. Drain canned tomatoes for 60-seconds in a colander before placing them on the make table.

HEADS UP!

- ALFREDO SAUCE CONTAINS MSG!

- IF SAUCE HAS SEPARATED OR HAS LUMPS, KNEAD THE BAG BY HAND UNTIL SAUCE IS AN EVEN CONSISTENCY!

- IF PIZZA DRIES OUT PRIOR TO THE 25 MINUTE RULE, THEN NOT ENOUGH SAUCE OR CHEESE WAS APPLIED!

- IF SAUCE TURNS RED ON BUFFET THEN TOMATOES WERE NOT DRAINED PROPERLY!

COOK PROCEDURES

1. Choose appropriate size stretched round dough.
2. Pour the appropriate amount sauce in the center of the pizza. Use the bottom of the spoodle to spread sauce in a spiral motion to 1" from the edge of the pizza dough.
3. Place appropriate amount of cheese onto sauce.
4. Place appropriate amount of tomatoes onto sauce using a 3 oz. Perforated spoodle.
5. Apply 3-second shake of Parmesan/Oregano Mix.
6. Place front of the food product flush with the outside of oven entry. Cook one time through the oven.

SIZE ALFREDO SAUCE CHEESE TOMATO

7" Sc 1 oz ¾ oz 1 oz

12" Mc 2 oz 1 ¼ oz 3 oz

15" Lc 4 oz 2 ¾ oz 6 oz

CUT PROCEDURES

1. If cutting pizza on screen, remove pizza and screen from oven with appropriate size serving pan.

2. If cutting pizza on giant pan, remove pizza onto giant pan
3. Cut with a green cutter, pizza must be served on a hot disk.

CUTS

Buffet 5

Carry Out

S 2

M 3

L 5

Abbreviation

TOM

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Vegetable Pizza

Equipment Needed:

Bag Cutter
Green Cutter
2 oz Spoodle
Shaker

Colander

Shelf Life:

Zesty White Sauce: 14 days received/48 hours opened

Diced Tomatoes: 30 days received/7 hours opened

Description: Creamy white in color and medium thickness with no separation or lumps, and no

evidence of moisture loss, crusting or yellowing of sauce.

Steps:

1. Cut one corner of the pouch and pour zesty sauce into a container.
2. Use a bag cutter to squeeze all sauce from the bag.
3. Drain canned tomatoes for 60-seconds in a colander before placing them on the make table.

HEADS UP!

- ZESTY SAUCE CONTAINS MSG!

• IF SAUCE HAS SEPARATED OR HAS LUMPS, KNEAD THE BAG BY HAND UNTIL SAUCE IS AN EVEN CONSISTENCY!

• IF PIZZA IS RUNNY THEN TOO MUCH SAUCE WAS APPLIED TO PRODUCT!

• IF PRODUCT DRIES OUT PRIOR TO 25 MINUTE RULE THEN NOT ENOUGH SAUCE OR CHEESE WAS APPLIED!

COOK PROCEDURES

1. Choose appropriate size stretched round dough.
2. Pour the appropriate amount sauce in the center of the pizza. Use the bottom of the spoodle to spread sauce in a spiral motion to 1" from the edge of the pizza dough.
3. Place appropriate amount of cheddar cheese onto sauce.
4. Place appropriate amount of toppings onto sauce.
5. Apply 3-second shake of Garlic/Parm/Oregano Mx.
6. Place front of the food product flush with the outside of oven entry. Cook one time through the oven.

SIZE ZESTY WHITE CHEDDAR MUSHROOM ONION GREEN TOMATOES SAUCE CHEESE PEPPER

7" Sc 1 oz ½ oz ¼ oz ¼ oz ¼ oz ½ oz

12" Mc 2 oz 1 oz 1 ¼ oz 1 ¼ oz 1 ¼ oz 2 ½ oz

15" Lc 4 oz 2 oz 2 oz 2 oz 2 oz 3 oz

CUT PROCEDURES

1. If cutting pizza on screen, remove pizza and screen from oven with appropriate size serving pan.
2. If cutting on giant pan, remove pizza onto giant pan

3. Cut with a green cutter, pizza must be served on a hot disk.

CUTS

Buffet 5

Carry Out

S 2

M 3

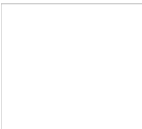
L 5

Abbreviation

VEG

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Weight Watchers Friendly Pizza

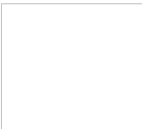
Equipment Needed:

- Ounce Scale
- Dough Press
- Measuring Bowls
- Docker
- 12" Screen

Preparation Steps:

1. Stretch one 7 oz dough ball to a medium screen and dock 3 times.
2. Place the appropriate amount of pizza sauce on dough and spread 1 inch from edge of dough.
3. Measure out the appropriate amount of cheese, and distribute evenly over the sauce.
4. Measure out the appropriate amount of toppings and evenly distribute over the cheese.
5. Place pizza front flush at the ovens entry.

- Green Black
- Dough Sauce Mozz Mushrooms Onions Tomato
- Pepper Olives
- 7 oz 4 oz 1.5 oz 1 oz 1 oz 1 oz 1 oz 2 oz



Each slice is equal to 1 Weight Watchers Point

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Zesty Ham and Cheddar Pizza

Equipment Needed:

Bag Cutter

Green Cutter

2 oz. Spoodle

Shelf Life

Zesty White Sauce 14 Days after receiving (must be refrigerated) 24 Hours once opened

Description: Creamy white in color and medium thickness with no separation or lumps, and no evidence of moisture loss, crusting or yellowing of sauce.

Steps:

1. Cut one corner of the pouch and pour zesty Parmesan ranch sauce into a container.
2. Use a bag cutter to squeeze all sauce from the bag.

HEADS UP!

- NO WATER NEEDS TO BE ADDED TO THE BAGGED SAUCE.
- IF SAUCE HAS SEPARATED OR HAS LUMPS, KNEAD THE BAG BY HAND UNTIL SAUCE IS AN EVEN CONSISTENCY.
- ENSURE PROPER DOCKING PROCEDURES AND REPLACE DOCKER AS OFTEN AS NEEDED.

COOKING ZESTY HAM AND CHEDDAR PIZZA

1. Choose appropriate size stretched round dough.
2. Pour the appropriate amount of sauce in the center of the pizza. Use the bottom of the spoodle to spread sauce in a spiral motion to 1" from the edge of the pizza dough.
3. Place appropriate amount of mozzarella cheese onto sauce.
4. Place appropriate amount of cheddar cheese on top of mozzarella cheese.
5. Place appropriate amount of ham onto pizza.
6. Place front of the food product flush with the outside of oven entry. Cook one time through the oven.

SIZE ZESTY WHITE SAUCE MOZZ. CHEESE CHEDDAR HAM

7" Sc 1 oz ½ oz ½ oz ¾ oz

12" Mc 2 oz 1 oz ½ oz 1 oz

15" Lc 4 oz 2 oz 1½ oz 2¾ oz

CUTTING PIZZA

1. If cutting on screen, remove pizza and screen from oven with appropriate size serving pan.
2. If cutting on giant pan, remove pizza onto giant pan.
3. Cut with a green cutter, pizza must be served on a hot disk.

Buffet Cut

OF CUTS 5

Carry Out Cuts

SIZE S M L

OF CUTS 2 3 5

Abbreviation

HC

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Zesty Pepperoni Pizza

Equipment Needed:

Bag Cutter
Green Cutter
2 oz. Spoodle

Shelf Life

Zesty Sauce: 14 days received (must be refrigerated)/24 Hours opened

Description: Creamy white in color and medium thickness with no separation or lumps, and no evidence of moisture loss, crusting or yellowing of sauce.

Steps:

1. Cut one corner of the pouch and pour zesty sauce into a container.
2. Use a bag cutter to squeeze all sauce from the bag.

HEADS UP!

- ZESTY SAUCE CONTAINS MSG!

- IF SAUCE HAS SEPARATED OR HAS LUMPS, KNEAD THE BAG BY HAND UNTIL SAUCE IS AN EVEN CONSISTENCY!

- IF PIZZA IS RUNNY THEN TOO MUCH SAUCE WAS APPLIED TO PRODUCT!

- IF PIZZA DRIES OUT PRIOR TO 25 MINUTE RULE THEN NOT ENOUGH SAUCE OR CHEESE WAS APPLIED!

COOK PROCEDURES

1. Choose appropriate size stretched round dough.
2. Pour the appropriate amount of sauce in the center of the pizza. Use the bottom of the spoodle to spread sauce in a spiral motion to 1" from the edge of the pizza dough.
3. Place appropriate amount of cheese onto sauce.
4. Place appropriate amount of pepperoni on top of cheese.
5. Place front of the food product flush with the outside of oven entry. Cook one time through the oven.

SIZE ZESTY WHITE SAUCE CHEESE PEPPERONI

7" Sc 1 oz ¾ oz 9

12" Mc 2 oz 1 ¼ oz 22

15" Lc 4 oz 2 ¾ oz 36

CUT PROCEDURES

1. If cutting pizza on screen, remove pizza and screen from oven with appropriate size serving pan.
2. If cutting on giant pan, remove pizza onto giant pan.
3. Cut with a green cutter, pizza must be served on a hot disk.

CUTS
Buffet 5
Carry Out
S 2
M3
L 5

Abbreviation
ZP

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Alfredo Pizza --- Pizza de Alfredo

Equipo necesitado:

Cortador rojo de bolsa

Cortador de pizza

Cucharón de 2 oz

Vida útil 48 horas una vez abiertas

14 días después de recibir (debe ser refrigerado)

Descripción: Color crema, espeso sin separación y sin evidencia de pérdida de humedad o formando costra o amarillear de la salsa.

Pasos:

1. Corte una esquina de la bolsa y eche la salsa en un envase.
2. Utilice un cortador de bolsa para sacar toda la salsa de la bolsa.

¡ATENCIÓN!

- LA SALSA CONTIENE MSG
- SI LA PIZZA COCINADA SALE MUY AGUADA SE QUE ESTÁ UTILIZANDO DEMASIADA SALSA
- SI LA PIZZA SE RESECA ANTES DE 25 MINUTOS NO SE LE ECHO SUFICIENTE SALSA
- SI LA SALSA SE A SEPARADO O SE AJUNTA MEZCLE LA SALSA EN LA BOLSA CON SUS MANOS HASTA QUE LA SALSA SEA CONSISTENTE.

PROCEDIMIENTOS DE COCINAR

1. Escoja el tamaño de la masa apropiado para estirar y referase en la carta del los ingredientes de pizza especiales para saber la cantidad de salsa y de queso.
2. Agregue la cantidad apropiada de salsa en el centro de la pizza. Utilice el fondo de la cuchara para separar la salsa en un movimiento espiral a 1 " del borde de la masa. Coloque la cantidad apropiada de queso encima de la salsa.
3. No ponga ningún ingrediente en la pizza de Alfredo al hacerla para el buffet.
4. Para una orden especial o para llevar use los ingrediente como una pizza redonda.
5. Ponga el frente de la pizza con el exterior de la entrada del horno. Cocine una vez a través del horno

TAMAÑO SALSA QUESO

7 " Sc 1 onza 1 ½ onza

12 " Mc 2 onzas 2 onzas

15 " Lc 4 onzas. 4 onzas

AL CORTAR

1. Si corta la pizza en el disco, quite la pizza y el disco del horno con la charola apropiada de tamaño.
2. Si corta en una charola gigante, quite la pizza usando la charola gigante.
3. Corte la pizza de Alfredo con un cortador verde de pizza. La pizza se debe servir en un disco caliente.

Cortes

Buffet 5

Para Llevar

S2

M3

L5

Note: Las pizzas especiales para llevar no consiguen (1 oz.) adicionad de queso.

ABREVIACIÓN

ALF

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Apple Dessert — Postre de Manzana

EQUIPO NECESITADO:

Cortador de bolsa

Brocha

Cortador de pizza Azul

Vida Útil: Manzana = 30 días una vez recibida, 48 horas una vez abierta, guarde en temperatura ambiente

Miga = 30 días una vez recibida, 48 horas una vez abiertas, guarde en temperatura ambiente

Vida útil una vez cocinada: 1 hora en el buffet

Pasos:

1. Corte una esquina de la bolsa y agregue la manzana en un envase apropiado.
2. Utilice un cortador de bolsa para sacar toda la salsa de la bolsa.

PARA COCINAR

1. Escoja una bola de masa mediana en un disco de alambre hondo y raspe con el docker 3 veces
2. Eche la cantidad correcta de manzana y use una espátula de pizza para regar la manzana asta los lados de la pizza.
3. Use un cucharón del tamaño correcto para medir la miga. EL TOPPING DE LA MIGA ES MEDIDO POR CANTIDAD NO POR PESO.
4. Riegue la miga sobre toda la manzana.
5. Ponga la manzana en el horno con el producto asta dentro del horno. El trasero del producto es uniforme con la entrada del horno.

MEDIDA MANZANA MIGA

M5 ONZAS 4 ONZAS

AL CORTAR

1. Cuando el postre se cocine completamente, quite del horno sin el disco y coloque en la charola grande que se usa para las canelas.
2. Corte con el cortador azul, sacuda el exceso de manzana pegado al cortador sobre el postre de la manzana.
3. Eche el postre en una charola limpia de postres
4. Eche 10 filas de icing sobre el postre usando solo una dirección
5. Coloque en el buffet usando el diagrama del buffet.

¡ATENCIÓN!

- NECESITA ECHARLE MANTEQUILLA AL CORTADOR PARA PREVENIR QUE LA MANZANA SE LE PEGUE AL CORTADOR.
- SI EL PRODUCTO SE LEVANTA EN LOS EXTREMOS/LAS PUNTAS ENTONCES EL PRODUCTO ES PASADO DE LA VIDA ÚTIL O EL PRODUCTO NO FUE UNTADO UNIFORMEMENTE O MUY POCO EN EL CENTRO DEL PRODUCTO.
- ASEGURE EL PUESTO EN EL HORNO PARA LLEGAR A LA VIDA ÚTIL DE 1 HORA
- SI EL COLOR SALE MUY OSCURO ENTONCES NO FUE PUESTA CORRECTAMENTE EN EL HORNO

• SI EL COLOR ES MUJY BLANCO EL PRODUCTO FUE SACADO DEL HORNO
TEMPRANO

CORTES

Buffet 7

Para Llevar

M7

PROCEDIMIENTO PARALLEVAR

1. Siga los procedimientos del corte.

2. Con tamaño apropiado de caja para llevar, voltea el cartón y riega el con el azúcar de
polvo. Resbale el postre ya
cortado dentro de la caja de llevar.

ABREVIACIÓN

APPLE

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Bacon Cheddar — Cheddar con Tocino

Equipo necesitado:

Cortador de bolsa

Cortador verde

Vida útil: 48 horas una vez abiertas

14 días después de recibir (debe ser refrigerado)

Pasos:

1. Corte una esquina de la bolsa y vierta la salsa del Cheddar del tocino en un envase.
2. Utilice un cortador del bolso para exprimir toda la salsa del bolso.

- LA SALSA DE BACON CHEDDAR CONTIENE MSG
- SI LA PIZZA SALE MY AGUADA DEMASIADA SALSA FUE USADA

- SI LA PIZZA SE RESEQUÉ ANTES DE LOS 25 MINUTOS ENTONCES LE FALTO USAR SUFICIENTE SALSA

COCINAR LA PIZZA DE BACON CHEDDAR

1. Escoja el tamaño apropiado de masa para estirar.
2. Aplique la cantidad apropiada de salsa en el centro de la pizza. Utilice el fondo de la cuchara para regar la salsa en un movimiento espiral a 1 " del borde de la pizza. Agregue la cantidad apropiada de queso sobre la salsa.
3. No ponga ningún otro ingrediente en la pizza de bacon cheddar para una pizza del buffet.
4. Para una pizza especial o para llevar use la carta de los Ingredientes como una pizza redonda.
5. Ponga el frente de la pizza con el exterior de la entrada del horno. Cocine una vez a través del horno.

TAMAÑO SALSA MOZARELA CHEDDAR

7 " Sc 1 ½ onza ½ onza ¾ onza

12 " Mc 3 onzas 1 onza 1 onza

15 " Lc 6 onzas 2 onzas 2 ½ onza

PIZZA DE CHEDDAR CON TOCINO AL CORTAR

1. Si corta la pizza en el disco, quite la pizza y el disco del horno con la cacerola apropiada de la porción del tamaño.
2. Si corta la pizza en la cacerola gigante, quite la pizza sobre la cacerola gigante
3. Utilice el cortador verde, pizza debe ser servido en un disco caliente.

CORTES

Buffet 5

Para llevar

S2

M3

L5

Note: Las pizzas de especiales, para llevar, no consiguen (1 oz) queso adicional.

ABREVIACIÓN

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BAVARIAN DESSERT — POSTRE BÁVARIANO

VA NECESITAR:

Cortador del bolsa
Brocha
Botella del apretón
Cortador de pizza amarillo (De color azul)

Vida útil una vez cocinado – 30 minutos

AL COCINAR

1. Estire la masa dentro de un disco hondo (media) y raspe la masa con el docker 3 veces.

2. Aplique la cantidad apropiada de topping de Bavarian y use una espátula de pizza para untar el topping uniformemente sobre la masa.
3. Utilice un cucharón de tamaño apropiado para medir la miga. LA MIGA ES MEDIDA POR VOLUMEN NO POR PESO.
4. Eche la miga sobre el topping de Bavarian.
5. Ponga el producto asta dentro del horno. El borde trasero del producto debe estar nivel con la entrada del horno.

TAMAÑO TOPPING BAVARIAN MIGA
M5 ONZAS. 2 ONZAS

Nota: ¡Unte el cortador de pizza con mantequilla para que el Bavarian no se pega al cortador de pizza!

AL CORTAR

1. Cuando el postre salga completamente del horno quítelo de horno usando una charola grande. La que se usa para los roles de canela.
2. Corte con el cortador azul y sacuda cualquier exceso pegado en el cortador sobre el producto.
3. Ponga el producto cortado en una charola de las que se usan para las canelas. Aplique 10 filas de icing sobre el postre en una dirección. El icing debe de llegar hasta los bordes de afuera del producto.
4. Coloque el producto en el buffet practicando el esquemático del buffet.

¡ATENCIÓN!

- NECESITA ECHARLE MANTEQUILLA AL CORTADOR PARA PREVENIR QUE LA CREMA SE LE PEGUE AL CORTADOR.
- SI EL PRODUCTO SE LEVANTA EN LOS EXTREMOS/LAS PUNTAS ENTONCES EL PRODUCTO ES PASADO DE LA VIDA ÚTIL O EL PRODUCTO NO FUE UNTADO UNIFORMEMENTE O MUY POCO EN EL CENTRO DEL PRODUCTO.
- ASEGURE EL PUESTO EN EL HORNO PARA LLEGAR A LA VIDA ÚTIL DE 30 HORA
- SI EL COLOR SALE MUY OSCURO ENTONCES NO FUE PUESTA CORRECTAMENTE EN EL HORNO

NUMERO DE CORTES

• SI EL COLOR ES MUJY BLANCO EL PRODUCTO FUE SACADO DEL HORNO
TEMPRANO

CORTES
TAMAÑO M

DE CORTES 7

ABREVIACIÓN

BAV

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BBQ Pizza — Pizza de BBQ

Equipo necesitado:

Cortador del bolso

Cortador verde

Vida útil: 48 horas una vez abiertas

14 días una vez recibidos.

¡ATENCIÓN!

● PARA CUBRIR LA PIZZA BIEN CON QUESO PRIMERO ECHE EL QUESO BLANCO AND DESPUES EL AMARILLO.

● SI LA PIZZA SE RESEQUE ANTES DE LOS 25 MINUTOS ENTONCES LE FALTO USAR SUFICIENTE SALSA

● USE UNA ESPATULA DE GOMA PARA SACAR TODA LA SALSA DEL ENVASE

AL COCINAR

1. Escoja el tamaño de masa apropiado para estirar.
2. Eche la cantidad apropiada de salsa en el centro de la masa. Utilice el fondo del cucharón para untar la salsa en un movimiento circular dejando 1" sin salsa alrededor de la pizza. Agregue la cantidad apropiada de queso blanco y después de cheddar sobre la salsa.
3. La pizza de BBQ para el buffet no lleva más ingredientes.
4. Para una especial o para órdenes para llevar que alguien quieran más ingredientes, use la carta de los ingredientes de la medida correcta.
5. Ponga el frente de la pizza nivel con la entrada del horno. Cocine una vez a través del horno.

TAMAÑO SALSA MOZARELA CHEDDAR

7" Sc 1 ½ onza. ¾ onza. ¾ onza.

12" Mc 3 onzas. 1 ¼ onza. 1 ¼ onza.

15" Lc 6 onzas. 3 onzas. 4 onzas.

AL CORTAR

1. Si corta la pizza en el disco, quite la pizza y el disco del horno con una charola del tamaño apropiada
2. Si corta la pizza en la charola gigante, ponga la pizza encima de la charola gigante
3. Utilice el cortador verde. Las pizzas se debe ser servido en un disco caliente.

CORTES

Buffet 5

Para Llevar

S2

M3

L5

Nota: Las pizzas de especiales, para llevar, no consiguen (1 oz) queso adicional.

Abreviación

BBQ

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BLT Signature Salad --- Ensalada Con Ranch

Herramientas:

Platos hondos para hacer ensaladas

Tenazas

Bascula de onzas

Espátula

2 – Cucharones de 2 onzas

1 – Un cucharón de 3 onzas

Vida Útil: 30-minutos en la barra

Preparando las Ensaladas

1. En un plato hondo agregue la cantidad correcta de ingredientes
2. Usando las tenazas revuelva la ensalada
3. Coloque la ensalada en la barra
4. Revuelva la ensalada en la barra cada 5 minutos

Medida Lechuga Tomates Tocino Aderezo

2 Tenazas Llenas (12") 4 ½ Cucharón ½ Cucharón

½ Homada

(1 Cuarto de Gln.) (1 oz.) (1 oz.) (1 ½ oz.)

Una 4 Tenaza Llenas (12") 8 1 Cucharón 1 Cucharón

Homada (2 Cuartos de Gln.) (2 oz.) (2 oz.) (3 oz.)

Doble 8 Tenaza Llenas (12") 12 2 Cucharones 2 Cucharones

Homada (4 Cuartos de Gln.) (4 oz.) (4 oz.) (4 oz.)

CONSOLACIÓN

1. La ensaladas puede ser consolidada si esta fresca
2. Eche la que sobra encima de la ensalada nueva

Nota:

Use doble homada de ensalada durante las horas mas ocupadas

Use la receta de “Una Homada” la mayoría del tiempo.

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Buffalo Chicken Pizza — Pizza de Búfalo y Pollo

Vida Útil de Salsa picante de Búfalo: 48 horas abiertas/ 30 días del día que fue recibida

Vida Útil de la Salsa de Pizza Estilo Búfalo: 48 horas/14 días del día que fue recibida

Vida Útil del Pollo: 14 días una vez deshilada

¡Atención!

- LA SALSA DE BUFFALO CONTIENE MSG!
- SI LA PIZZA SALE MY AGUADA DEMASIADA SALSA FUE USADA
- LA SALSA PICANTE DE BUFALO SE DEBE DE ECHAR EN RUEDAS, NO EN ESPIRAL
- SI LA PIZZA SE RESEQUÉ ANTES DE LOS 25 MINUTOS ENTONCES LE FALTO USAR SUFICIENTE SALSA

Pollo:

1. Como ocupe corte un rincón de la bolsa y eche la cantidad que necesite en un envase apropiado. Encierre la bolsa y guarde el pollo en la mesa de cocinar o en el refrigerador y marque con el día, hora AM/PM y sus iniciales.

AL COCINAR

1. Agarre la bola de masa correcta para estirar.
2. Eche la cantidad correcta de salsa búfalo. Use el cucharón para regar la salsa con un movimiento circular dejando 1" sin salsa.
3. Ahorra, echa la cantidad correcta de pollo.
4. Aplique el queso blanco de mozzarella sobre el pollo.
5. Ponga el frente de la pizza nivel con la entrada del horno. Cocine una vez a través del horno.

MEDIDA SALSA POLLO QUESO

Sc 1 oz. 1 oz. ½ oz.

Mc 3 oz. 2 ½ oz. 2 oz.

Lc 4 oz. 5 oz. 4 oz.

PARA CORTAR

1. Si corta la pizza en el disco, quite la pizza y el disco del horno con una charola del tamaño apropiada
2. Si corta la pizza en la charola gigante, ponga la pizza encima de la charola gigante
3. Utilice el cortador verde. Las pizzas se debe ser servido en un disco caliente.
4. Aplique 4 ruedas de salsa Búfalo empezando con la orilla del borde de la pizza. Aplique una línea por cada una o dos pulgadas hasta que llegue al centro y esta lista para servir.
5. Para una pizza pequeña aplique 2 ruedas de salsa búfalo.
6. Para una pizza pequeña aplique 5 ruedas de salsa búfalo.

CORTES

Buffet 5

Para llevar
S2
M3
L5

ABREVIACIÓN

BUF

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Prueba de Queso Revuelto

Se Necesita lo Siguiente:

Maquina de batir masa
3/16" rallador de queso
Tina gris con tapa
Queso de Mozzarella
Queso de Pizza
Cuchillo de Cortar Queso
Cinta
Marcador Negro

Vida Útil: 48 Horas una ves que el queso fue rallado

Ingredientes Queso:

No llene la tina mas de $\frac{3}{4}$ de llena. Debe de combinar 12 libras de queso mozzarella y no 3 libras de queso de pizza. Viene siendo 15 libras total por tina.

Descripción de Queso mozzarella y de Queso de pizza:

El queso debe de salir con tiras de 1"-3" pulgadas de largo y molido con un rallador de 3/16". Fijese que el queso no tenga mojo y que no se vea aplastado.

Procedimientos de Cortar:

1. Lea el rotulo de la preparación para saber cuantas tinas de queso se debe preparar. Agarre todas las bastas grises y tapas que va necesitar.
2. Corte el queso en bloques:
 - a. Queso Mozzarella – Corte 1 por 1, en un forma de una cruz
 - b. Queso de Pizza – Corte en 5 por 1
- i. Ponga el queso de pizza en la mesa
- ii. Corte 5 veces a lo ancho. Cada corte debe de medir la anchura del cuchillo de cortar queso. Corte una vez más a la mitad de lo largo del bloque de queso.
3. Ponga 12 libras de queso mozzarella (aproximadamente 5 bloques) y 3 libras de queso de pizza (aproximadamente 2 bloques) en cada tina. Cubra las tina con tapas y póngalas en el refrigerador hasta que este listo para rallar el queso.

Pasos par Rallar el Queso:

1. Ralle el queso en una tina.
 - a. Para un batidor de 4 velocidades o un batidor de marca Blakeslee de 2 velocidades, ralle el queso en la velocidad 2.
 - b. Para un batidor de 2 velocidades de marca Hobart, ralle el queso en la velocidad 1.
 - c. Use una charola para ponerla alado de la tina para prevenir que el queso se tire afuera de la tina.
2. Ralle 2 bloques de queso mozzarella, después 1 bloque de queso de pizza y revuelva el queso dentro de la tina.
3. Ralle 3 bloques de queso mozzarella, después 1 bloque de queso de pizza.
4. Revuelva el queso dentro de la tina con sus manos por 60 segundos para asegurar que los dos quesos se combinen bien y para prevenir que el queso no se pegue.
5. Tape las tinas con una tapa y págale una tira de cinta en frente le la tina y marque la cinta con el producto, día, hora incluyendo AM o PM y sus iniciales. Ponga cada tina en el refrigerador de inmediato usando FIFO.
6. Cuando este listo de usar el queso, ponga el queso dentro de la mesa de cocinar.
7. Llene el contenedor para queso en la mesa de cocinar
8. Ponga el queso que sobre en la tina dentro de la mesa de cocinar.

Mozzarella 1x1 Queso de pizza 5x1 5 bloques de mozzarella, 2 de queso de pizza

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Chicken Noodle Soup --- Sopa De Pollo

Herramientas necesarias:

Charola de cocinar Pasta

Espátula de goma

Abridor de bolsa

Tapa

Envase hondo

Termostato

Vida útil del concentrado deshelada: 14 días

Vida útil del pollo: 14 días deshelados

Vida útil de la pasta cocinada: 36 horas

Vida útil de la sopa preparada: 1 turno

LA COCINAR:

1. En una charola de cocinar pasta vacíe 1 bolsa de sopa deshelada.
2. Agregue 32 onzas (4 copas) de agua caliente y revuelva por 30 segundos.
3. Agregue 5 ½ onzas de pollo y 6 ½ onzas de pasta (por peso)
4. Cubra la charola con la tapa y póngala en el horno, con el frente de la charola nivel con la entrada del horno.
5. Quite la charola del horno y vacíe en una olla y póngala en el buffet.
6. La sopa no puede ser reutilizada el día siguiente.

Agua

Homada Bolsa de Sopa Pollo (por peso) Pastas (por peso)

Caliente

1 Homada 1 Bolsa 32 onzas 5 ½ onzas 6 ½ onzas

2 Homadas 2 Bolsas 64 onzas 11 onzas. 13 onzas

PROCEDIMIENTOS DE MANTENER EN EL BUFFET

1. Saque la olla de servir del buffet primero antes de echar la sopa en la olla.
 2. Revuelva la sopa cada 15 minutos.
 3. Mantenga la sopa a 150 -160 grados
 4. Al consolidar la sopa quite la olla del buffet y agregue la sopa vieja sobre la nueva.
- Revuelva la sopa bien antes de servir.

¡ATENCIÓN!

- LA SOPA CONIENE MSG
- SI LA PASTA SE ESPONJA O SE ESTE ROMPIENDO LA SOPA ESTA PASADA DE LA VIDA ÚTIL
- LA SOPA SE TIENE QUE SER MENIADA CADA 5 MINUTOS
- NO COMBINE LA SOPA CON SOPA QUE TIENE MAS DE 5 MINUTOS
- CAMBIE LA OLLA CADA VEZ QUE AGA SOPA NUEVA

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Chicken Wings — Alitas de Pollo

Herramientas:

Charolas Grandes de Deep Dish

Platos hondos

Botella de Plástico

Vida Útil Alitas Congeladas: 30 Días

Vida Útil Una Vez Cocinada: 2 Horas

Vida Útil Alitas descongeladas: 14 Días

PARADESCONGELAR

1. Saque una bolsa de Alitas de la nevera y póngalas en el refrigerador se tarde 48 horas para descongelar. Indique con Día, Hora con AMPM y iniciales.

PARACOCINAR

1. Engrase una charola de Deep Dish usando poco aceite.

2. No eche más de 24 Alitas por charola grande.

3. Ponga la charola con alitas en el horno con el frente de la charola nivel con la entrada del horno.

4. Cuando salgan del horno asegúrese de voltear cada alita y regrese al horno otra vez.

5. Cuando salgan del horno eche la alitas en el calentador. Son buenas por 2 horas en el calentador

6. Indique la carta de mantener tiempo para saber cuanto tiempo han estado en el calentador

ECHÁNDOLE LA SALSA

1. Eche la cantidad correcta de alitas en el plato hondo

2. Eche el tipo de salsa correcta sobre las alitas. Use la carta de las salsas como una guía

3. Revuelva las alitas con tenazas para cubrirlas completamente con salsa.

4. Saque las alitas con la tenaza y échelos en el envase correcto.

PARASERVIR EN EL RESTAURANTE

Eche las Alitas en un envase apropiado.

4 - 8 PIEZAS PARALLEVAR

1. Forre el fondo de envase con un papel de aluminio

2. Eche las Alitas y doble el papel de aluminio sobre las alitas y Cierre el envase

12 - 18 PIEZAS PARALLEVAR

1. Forre el fondo de envase con 1 papel de aluminio

2. Eche las Alitas y cúbralas con otro pedazo de papel de aluminio.

ABREVIACIONES

Alitas con poco pícate Wings M Alitas Picosas Wings H Alitas de BBQ Wings B

Hot Sauce Recipe — Salsa Picosas

Herramienta:

Botella de plástico

Abridor de bolsa

Vida Útil de la Salsa Búfalo – 30 Días Recibida /48 Horas Una vez abierta

Ingredientes

Salsa De Búfalo

Instrucciones:

1. Eche la salsa en la botella plástica.

MILD SAUCE RECIPE — Media Picante

Herramientas:

Envase de 1/3

Batidora de mano

Copa para medir

Vida Útil de la Salsa Búfalo – 30 Días Recibida /48 Horas Una vez Abierta

Vida Útil de la Mantequilla – 30 Días Recibida/ 7 Días una vez Abierta

Vida Útil de la salsa Media Picante – 48 horas refrigerada

Ingredientes

Salsa de Búfalo
Mantequilla

Instrucciones:

1. En el envase de 1/3 combine 32 onzas de salsa búfalo y 8 onzas de mantequilla
2. Mezcle con el batidor de mano.
3. Indique el Día, Hora AM/PM que fue preparada y sus iniciales. Guarde en el refrigerador.
4. Eche la salsa en una botella plástico y coloque en la mesa de cortar para poder usar rápidamente.

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Cinnamon Rolls — Rollos de Canelas

EQUIPO NECESITADO:

Brocha de 3 " Bascula Calibrada

Coctelera del cinamomo Cortador de pizza

Plástico Cucharón de 3 onzas

Marcador Charola

Vida útil cocinada: Una hora en el buffet.

Tiempo para subir: Mínimo una hora o cuando esponje a la ½ de la charola

PREPARANDO CANELA USANDO LA MASA DE LA DEEP DISH

1. Después de que la masa de deep dish suba a 2 - 3 pulgadas de donde empezó en la tina, extienda la masa en la mesa de prepara aproximadamente 3' x 5' pies de largo y 1 - 2 pulgada gruesa.
2. Eche 3 onzas de margarina en las cacerolas del canelas, use el cepillo de 3 pulgadas y unte la margarina por el fondo y a los lados de la cacerola.
3. Para las canelas pese 18 onzas de masa (1 ½ oz. para medianas). Con las extremidades de sus dedos estire la masa a 5 x 12 pulgadas.
4. Unte la masa con margarina sobre la masa. Cubra la masa uniformemente con el polvo de azúcar y canela.
5. Enrolle la masa en su anchura consiguiendo 3 - 4 ruedas. Estire el royo hacia fuera estirando suavemente de ambos extremos aproximadamente 20 pulgadas. (10 pulgadas para medianas)
6. Corte el rollo de canela 19 veces (20 piezas) en longitudes iguales y ponga los 20 pedazos adentro de las charolas, encima de la margarina en filas de 4 x 5 (2 x 5 para medianas).
7. Coloque los pedazos en la cacerolas, unte los rollos con margarina. Eche abundante polvo de azúcar y canela sobre los roles.
8. Tape con plástico y etiqueta con el día, tiempo incluyendo AMPM y iniciales.
9. Deje que los roles de suban y llene la Charola completamente a lado a lado.
10. Meta al refrigerador una vez esponjados. (Primero en entrar, primero en salir)

•
LOS ROLES DE CANELA DEBEN SER GUARDADOS NIVELES EN EL REFRIGERADOR O SI NO EL PRODUCTO SE COCINAN IRREGULARMENTE!

• NO ENROLLE LA MASA DEMASIADO FIRMEMENTE O LOS ROLES NO SE ESPONJARÁN APROPIADAMENTE!

COCINAR LOS ROLES DE CANELA

1. Deje que la charolas en la temperatura ambiente por 10 a 45 minutos antes de cocinar.
 2. Coloque un disco grande encima de la charola de canela.
 3. Ponga la charola con la parte posterior de la charola con el frente de la entrada del horno.
 4. Permita 2 pulgadas de espacio alrededor de la charola.
Cuando Salgan del Horno
 1. Quite el disco de encima de la charola.
 2. Ponga una charola grande de pizza encima de la charola de canela.
 3. Agarre las charolas firmemente y volteé con un tirón rápidamente. Golpee el fondo de la charola para ayudar que salgan los roles.
 4. Levante la charola de las canelas.
 5. Ahorque las canelas están encima de la charola grande écheles polvo de canela y azúcar abundante por encima de los roles.
- A Para llevar, resbale los roles de canela dentro de una caja grande para llevar. Resbale los a lo largo y póngale 20 filas de icing de lado a lado con una formación arriba/abajo. Tenga cuidado de no pasarse de

la orilla de los roles

6. Resbale los roles de canela sobre una charola limpia para servir postres y échele 20 filas de icing a lado a lado.

ABREVIACIÓN

Cinn

¡ATENCIÓN!

- Si los roles salen Gomosos o poco cocinado no se permitido 10 minutos en temperatura ambiente antes de cocinar
- Si los roles Los fondos son negros o cocinados excesivamente El disco no estuvo colocado sobre el producto o no fue puesto correctamente en el horno

NOTA: PARA HACER MEDIANAS SE OCUPA CHAROLAS PEQUEÑAS. USTED DEBE LAS PUEDE ORDENAR DE "Ed Don" (el ARTÍCULO # K7134) O el Stratigic Equipment (ARTÍCULO #70222).



Classic Chicken Pizza — Pizza Clásica del Pollo

Vida útil de la salsa: 48 horas una vez abierta y 14 días recibidos

Vida útil del pollo: 14 días una vez desheladas

Salsa: Corte la esquina de la bolsa y exprima la salsa en el envase de tamaño apropiada

- LA SALSA ZESTY DE POLLO CONTIENE M.S.G.
- SI LA PIZZA SALE MY AGUADA DEMASIADA SALSA FUE USADA
- SI LA PIZZA SE RESEQUE ANTES DE LOS 25 MINUTOS ENTONCES LE FALTO USAR SUFICIENTE SALSA
- DEBE DE MACHUCAR LOS HONGOS PARA PODER CUBRIR LA PIZZA MEJOR

Pollo:

1. Abra la bolsa y eche el pollo en un envase de tamaño apropiado.
2. Envuelva el resto de pollo en la bolsa y guárdelo adentro del refrigerador. Etiqueta con día, hora incluyendo AM/PM y iniciales.

COCINAR PROCEDIMIENTOS:

1. Estire una bola de masa de tamaño apropiado.
2. Usando la cantidad apropiada de salsa eche la salsa en el centro de la pizza. Utilice el fondo del cucharón para regar la salsa esta 1" del borde de la pizza.
3. Después aplique el queso blanco, entonces el pollo.
4. Pese cantidad apropiada de hongos y rómpalos en pedacitos y aplique sobre la pizza
5. Aplique la cantidad apropiada de Parm/Orégano hasta las orillas la pizza.
6. Ponga el frente del producto con la entrada exterior del horno. Cocine una vez a través del horno.

Tamaño Salsa Zesty Queso Blanco Pollo Hongos Parm/Orégano

Pequeña 1 oz 1 oz ½ oz ¼ oz 3 segundos

Mediana 3 oz 2 oz 1 ½ oz 1 oz 5 segundos

Grande 4 oz 3 oz 3 ½ oz 1 ½ oz 7 segundos

PROCEDIMIENTOS DE CORTE:

1. Corte en una chaola grande
2. Corte con el cortador verde.

CORTES

Buffet 5

Para Llevar

Pequeña 2

Mediana 3

Grande 5

Abreviación

Chik

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Deep Dish Cooking - Al Cocinar el producto Deep Dish

Si ve burbujas de aire grandes debajo de la masa, levantar los bordes o esquinas de la masa sacar el aire antes de ponerlas en el horno. NUNCA UTILICE UN CUCHILLO GOLPEE EN LA MESA

Colocación del horno

1. Ponga todos los productos 1 pulgada de separación con los bordes del horno y de otros productos.
2. Esto deja que se los productos se cocinen correctamente
3. PRIMERO PASO- Cada Deep Dish se pone por con parte trasera de la charola nivel con la entrada del horno.
4. SEGUNDO PASO – Cada Deep Dish se pone en el horno con el frente la charola nivel con la entrada del horno.

Orden de Aplicación para Deep Dish con Salsa Roja

1. Salsa 2. Queso 3. Ingredientes 4. Parm/Orégano

Aplicación de la Salsa

1. Con el cucharón eche la cantidad correctas de salsa según lo especificado en la carta apropiada de ingredientes y antes de meter al horno.
2. Cubra toda la masa con salsa.
3. Ponga en el horno con la parte trasera de la charola nivel con la entrada del horno.

Aplicación del Queso

1. Pese la cantidad correcta de queso según con la especificado en la carta apropiada de los ingrediente.
2. Eche el queso uniformemente sobre el deep dish empezando con las orillas primero.

Extra Queso

1. Para extra queso, mire en carta apropiada de los ingredientes y agregue la cantidad.
2. El queso adicional no cuenta como un ingrediente al construir una pizza.
3. Todos los deep dishes para llevar reciben 1 onza adicional de queso.

Aplicación de los ingredientes

1. Los ingredientes siempre se deben poner en la misma orden que indica en la carta de los ingredientes a abajo.
2. Distribuya los ingredientes uniformemente por toda la pizza que traiga los ingredientes tan cerca como sea posible al borde de la cacerola.
3. Échele Parm/orégano encima de la pizza por 3 segundos para medianas y 1 ½ para grandes).

Orden de Aplicación para Deep Dish con Salsa Blanca

1. Salsa 2. Queso 3. Ingredientes

Aplicación de la Salsa

1. Cuando el deep dish salga del horno se le aplica salsa blanca usando la carta apropiada de los ingredientes.
2. Use el cucharón para embarrar la salsa hasta las orillas la carola

Aplicación del Queso

1. Pese la cantidad correcta de queso según lo especificado en la carta.
2. Eche el queso empezando con las orillas y trabaje el queso al centro del producto.

Aplicación de los ingredientes

1. Los ingredientes siempre se deben poner en la misma orden que indica en la carta de los ingredientes a abajo.
2. Distribuya los ingredientes uniformemente por toda la pizza que traiga los ingredientes tan cerca como sea posible al borde de la cacerola.

Al Cortar

1. No saque los productos del horno antes de que pase totalmente a través del horno. Utilice una toalla para quitar el producto del horno.
2. Después de que el segundo paso, quite el producto del horno y cácelo de la charola con una espátula NO

SAQUE DE UN TIRÓN LA CUADRADA DE LA CACEROLA

3. Para prevenir de aplastar las orillas del producto es importante de:

- a. Comience en el corte de la pizza.
- b. Repita ese proceso asta que llegue a los cortes correctos cortador verde. Grande = 5 x 1 Medio = 3 x 1
- c. Utilice una espátula para detener el producto el otro lado del producto mientras que usted lo corta.
- d. Corte el deep dish con el cortador verde.
- e. Quite el queso o salsa quemado antes de servir. Sirva en un disco caliente.

Sirviendo el Deep Dish

1. Las pizzas de deep dish se pueden consolidar en el buffet con deep dish de iguales salsas y ingredientes.

Para llevar

1. Limpie su manos en una toalla limpie y seca antes de tocar las cajas para llevar, abra la caja y meta la pizza en la caja a largo.



Deep Dish Prep — Masas para Deep Dish

EQUIPO NECESITADO:

Machina de batir masa Marcador
Gancho de batir masa Cortador de masa
Tazón de la batidora Plataforma
Termómetro calibrado Bolsa de plástico
Bascula calibrada Toalla esterilizada húmeda y caliente
Brocha de 3 " Charola hondas para deep dish
Tina gris Toalla
Batidor de mano Taza que mide día
Plástico

Espere que suba a la mitad de la charola - Cuando llegue a la mitad de la charola o
Mínimo 1 hora

Uso ideal 24 horas

Vida útil 40 horas

Ingredientes:

16 libras de Agua a 95 grados

16 onzas de Aceite

1 bolsa de Aditivo de Deep Dish

30 libras de Harina

Descripción: Ninguna evidencia de amarillear, de secarse, de formar una costra, de las burbujas de aire, o de la masa caída. Distribución uniforme de todos los ingredientes, levantándose por lo menos a medio

camino para arriba en la cacerola, antes de usar.

Pasos de los Ingredientes:

1. Limpie abajo dentro del tazón de batir y el gancho para batir la masa con una toalla caliente esterilizada.
 2. Con un termómetro calibrado, fije la temperatura de la agua al 95° y pese 16 libras de agua a 95°.
 3. Agregue de inmediatamente el agua en el tazón y agregue el aditivo de deep dish en el tazón que se mezcle por 30 segundos. Revuelva la mezcla con el bate por 30 segundos o hasta que este mezclado completamente.
 4. Agregue inmediatamente el aceite y entonces la harina, coloque le gancho y mezcla:
 5. Para la maquina de batir de 2 velocidades, mezcle en la velocidad 1 por 9 ½ minutos
 6. Para la maquina de batir de 4 velocidades, mezcle en la velocidad 1 por 8 minutos.
 7. Para un mezclador del Globo de 2 velocidades, mézclese en la velocidad 1 por 6 ½ minutos
 8. Eche una brocha completa de aceite en una tina gris y cepille el aceite a los bordes y lados de la tina.
 9. Mientras que se mezcla la masa, engrase el número de charolas para las cuadradas, roles de canela y pan de ajo que va necesitará para una bacha. Cepille el aceite uniformemente a los lados de la charola usando una brocha de 3".
 10. Quite la masa de la máquina. Coloque la masa en la tina gris preñe la masa asta las esquinas usando sus manos. Coloque un cepillo completo de aceite encima de la masa y cepille uniformemente.
 11. Cubra la masa totalmente con plástico y remeta el plástico entre los lados de la tina. Si hay una necesidad de colocar la masa en el calentador solamente déjelo sentarse por 15 minutos de máximo. La masa debe levantarse 2 a 3 pulgadas sobre donde comienza en la tina.
 12. Mientras la masa esponja: Si va preparar más de una Vacca, empiece la próxima hornada a este tiempo y engrase las charolas que va ocupar o puede preparar otras recetas.
- Cortando la Masa:
1. Desinfecte la mesa de preparar con una toalla desinfectada y con una brocha engrase la mesa con poco de

aceite.

2. Cuando la masa ha esponjado a 2"-3", saque la masa de la tina y coloque la masa en el centro de la mesa.

3. Presione la masa en una forma rectangular aproximadamente 3' x 5' y 1" - 2" densamente.

4. Con un cortador de la pizza, corte la masa en tiras de 6" - 8".

5. Corte las tiras en los pedazos rectangulares que pesan: Medio = 10.5 onzas. Grandes = 18 onzas.

6. Coloque la masa en charolas engrasadas y utilice las extremidades de sus dedos (no sus palmas) para presionar la pasta a aproximadamente 1" de los lados. Voltee la masa arriba bajo y repita el proceso.

7. Apile las charolas cuadradas entrecruzadas en una plataforma (aproximadamente 19 altos) y la cubierta con una bolsa de basura limpia. Deje cada apilado estar parado debajo de la bolsa por 15 minutos.

8. Una vez que todas las cuadradas estén extraídas en cacerolas, quite la bolsa de basura y presione a las esquinas y los bordes usando las extremidades de sus dedos (no sus palmas). Las marcas de yemas del dedo deben ser claramente evidentes.

9. Compruebe la estructura de la preparación para planear cantidad de cada producto del las cuadradas para preparar. Prepare todos los productos de la cuadrada según recetas más adelante en esta sección.

10. Envuelva hermético con el plástico.

11. Deje la masa subir hasta que se levanta a ½ de la cacerola antes de usar.

12. Escriba el día, el tiempo (AM/PM) y las iniciales en cada cacerola individualmente envuelta.

13. Una vez que la masa esté subida, apile las charolas cuadradas en la hilera por el tipo y rote el primero en entrar, primero en salir.

14. Las condiciones y la temperatura geográficas, atmosféricas pueden afectar tiempos de que suba la masa. (Una masa más caliente puede causar que se levante más rápidamente.) ajuste los tiempos de subida en tina y cacerolas por consiguiente para compensar.

Producción: 42 cacerolas grandes



¡ATENCIÓN!
SI ENTONCES
El producto tiene bordes oscuros Necesidad de limpiar la cacerola mejor
Masa que no se levanta Temperatura del agua incorrecta
Sitio de la preparación demasiado fresco
Los lados de la masa son más altos que el centro masa más viejo de 40 horas
Estirado demasiado cuando está extraído
No se puso en la hilera pronto bastante después de
envolverse
Burbujas de aire presentes en masa Masa no arrinconada correctamente
La masa no se presiono bien con los dedo
Masa que no broncea o prueba amarga Masa más allá de la vida útil
Todos los productos cuadradas incluyendo, pan del ajo, y rodillos de canela se deben
sacar de la hilera y
puestos en temperatura ambiente por lo menos 10 minutos antes de cocinar. Este es
un paso muy
importante. Sin embargo, puede no sentarse en la temperatura ambiente por más de
45 minutos. Sin
importar el tiempo de la masa no puede nunca exceder 65° F antes de cocinar. Si se
permite hacer así
puede causar la sequedad o quemarse de estos productos.



Fudge Brownies — Brownies

Equipo necesitado:

Bandeja de masa mediana Baso para medir

Aceite Plato hondo para mezclar

Batidor de mano Espátula de goma

Mezcla de brownie Cortador plástico o cortador de Negro

Vida útil: 48 horas 1 cambio en buffet

Pasos:

1. EL HORNO DEBE DE ESTAR ENCENDIDO Y A LA TEMPERATURA (475 GRADOS) CORRECTA ANTES DE HACER LOS BROWNIES

2. En el plato hondo eche una bolsa (3 libra) de la mezcla de Browne

3. Agregue 8 onzas de agua a 100°.

4. Agregue 4 onzas de aceite a la mezcla.

5. Revuelva suavemente con un batidor de mano hasta combinado.

6. Asegúrese que las bandejas sean secas antes de echar la mezcla para que no se peguen a al bandeja.

7. Eche la mezcla en la bandeja y use una espátula de goma para enlisar la mezcla y llenarla hasta las esquinas

8. Brownies se debe cocinar de inmediatamente, no deja brownies sentarse después de mezclarse, ningunas excepciones.

Al Cocinar

1. Ponga la bandeja en el horno a lo largo con el frente de la bandeja nivel con la entrada de horno. Cocine un paso completo por el horno.

2. Los brownies se deben dejar que se enfríen por 2 horas. Después cubre con plástico, y etiqueta con el día, tiempo incluyendo AM/PM y iniciales. No deje los brownies destapados más de 2 horas o se resecan.

Estacionamiento en Buffet

1. Brownies nunca se deben de almacenar en refrigerador.

2. Con el cortador plástico raspe alrededor de la bandeja perímetro antes de cortar el brownie.

3. Voltee la bandeja sobre una tabla

4. Utilice un cortador plástico o con un cortador de pizza negro corte el Brownies 7 x5.

5. Échele bastante polvo de azúcar sobre todo el Brownie. Siempre corte el Browne antes de echarle el polvo de azúcar.

Cambie el Browne cuando se vacíe a la mitad y consolide con los Brownies nuevos para poder usarlos todos.

Para Llevar

1. Usando un brownie entero córtelo a la mitad y ponga una mitad en una caja para llevar de tamaño correcta.

2. Corte el brownie en cuadros de 3x5 usando un cortador de plástico y échele polvo de azúcar.

Abreviación

Si los brownies siguen siendo demasiado mojados aumente su temperatura del agua en incrementos de 10 grados.

¡Atención!

☐ Si están resacos Temperatura del agua demasiado caliente, No tiene suficiente agua, Temperatura del

horno demasiado caliente o muy despacio, No fue envuelto después de 2 horas.

☐ Brownies demasiado húmedo: demasiada agua, Temperatura del horno muy bajo, Temperatura del agua

demasiado baja, Tiempo del horno muy rápido o fue sacado del horno temprano, fueron envueltos

demasiado pronto antes de ser cocinado totalmente.

☐ Si el brownie se pega a la bandeja se porque la bandeja estaba mojada

☐ Si el brownie tiene bolsillos secos de la mezcla es porque no fue revuelto correcto

☐ Si los brownies tienen bordes oscuros por enzima es porque no fue sacado del horno cuando salió del horno.



GARLIC BREAD STICKS ---- PAN DE AJO PARA EL BUFFET NUEVO

Herramientas:

Cucharón de 3 onzas Cotelera Cortador Verde
Brocha de 3" Marcador Botella para margarina de 3 picos
Plástico para envolver Charola Mediana
Bascula calibrada Charola Grande

Vida Útil ya preparado: 40 horas una vez preparada
Vida Útil ya Cocinado: 30 minutos una vez cocinado

Preparando la masa

1. Usando un cucharón de 3 onzas, eche la cantidad correcta de mantequilla en la charola.
2. Usando la brocha de 3" embarre la mantequilla por toda la charola incluyendo los lados.
3. Usando la masa de Deep Dish (las cuadradas), Corte la masa en pedazos de 30oz para las Grandes y 15 oz para las Medianas. (1" - 2" de gruesa)
4. Ponga la masa en la charola y estírela con sus dedos hasta que llegue a 1 - 2 pulgadas de los lados de la charola. Voltee la masa y repita el proceso de estirar.
5. Envuelva las charolas con plástico y maque con el día, hora, incluyendo AMo PM y sus iniciales.
6. Deje que la masa se esponje hasta que la charola se llene.
7. Guarde este producto en las raquetas de poner la masa redonda usando el sistema de FIFO.

Medida Mantequilla Cantidad de masa

MEDIANA 1 ½ OZ 15 OZ

GRANDE 3 OZ 30 OZ

Cocinado el nuevo Pan de Ajo

1. Saque la masa del refrigerador y deje que se ablande con el calor por 10 a 45 minutos antes de cocinar.
2. Remueva el plástico de la charola.
3. Para cocinar coloque la charola a lo largo en el horno con el frente del producto nivel con la entrada del horno.

MEDIDA CORTES

Mediana 6 x 1

Grande: Corte en mitad, 6x1 Mediano 6 x 1

Para Servir el Pan de Ajo Grande

1. Cuando el producto salga completamente del horno, aplique 12 filas de mantequilla sobre el producto.
2. Use la brocha para embarrar la mantequilla sobre todo el producto.
3. Sacuda el queso con ajo sobre el producto por 10 segundos.
4. Saque el producto de la charola y póngalo en una tabla de cortar. Córtelo por la mitad con un cortador verde y ponga cada mitad en las tablas para servir.
5. Corte cada mitad 6x1 usando el cortador verde.
6. Ponga una mitad en el buffet y la otra mitad en el calentador debajo.
7. Este producto sólo puede permanecer en el calentador debajo del buffet por 5 minutos y luego se tiene que poner en el buffet. Si usa una caja caliente puede dejar el producto adentro de la caja caliente por cualquier tiempo necesario pero el producto no debe exceder la vida útil de 30 minutos.

Para Servir el Pan de Ajo Grande

1. Cuando el producto salga completamente del horno, aplique 6 filas de mantequilla sobre el producto.
2. Use la brocha para embarrare la mantequilla sobre todo el producto.
3. Sacuda el queso con ajo sobre el producto por 5 segundos.
4. Saque le producto de la charola y póngalo en una tabla de cortar y corte 6x1.
5. Ponga el producto cortado en el buffet.

Para Llevar

1. Para una orden Grande: 14 panes en una caja mediana y 2 frascos de 3oz de salsa de pasta.
2. Para una orden Mediana: 7 panes en una caja mediana y 1 frasco de 3oz de salsa de pasta.

Abreviación

Garlic



Roles de Ajo- Garlic Parmesan Knots

Equipo necesario:

Brocha de 3"

Escala de onza

Cortador de pizza

Taza roja de 2 oz. o Cucharon de 2 oz

Ingredientes: Masa redonda (de pizza mediana/14 oz.) con 24 horas de ser echas

Salsa de ajo

Queso parmesano

Vida útil: 24 horas una vez preparado / 1 hora después de salir del horno

PROCEDIMIENTOS DE PREPARAR

1. Use masa d 14 oz. que fue echa por lo menos ase 24 horas.
2. Estire las bolas de masa sobre la mesa a aproximadamente 5 "x 12".
3. Use una brocha de 3", Cepille la masa con una brocha llena de salsa de ajo (1 oz.). Asegúrese de cubrir la masa completamente con salsa de ajo.
4. Usando la taza roja (o un cucharon de 2 oz), aplique 1 cucharada nivel de queso parmesano sobre la masa, trate de cubrir toda la masa.
5. Rolle la masa en su anchura, asegúrese de obtener no más de 2 a 3 rollos. Estire la masa suavemente de ambos extremos a aproximadamente 12 pulgadas.
6. Corte los rollos 11 veces con el cortador de pizza a aproximadamente 1" de ancho. (Cortar el rollo a la mitad, luego corte cada mitad 5 veces.)
7. Cepille 1 onza de salsa de ajo usando una brocha en:
 - a. Las charolas de ¼ para 12 rollos
 - b. Coloque los rollos en la charola en filas de 3 x 4
8. Cepille 2 onzas de salsa de ajo usando una brocha en:
 - a. Las charolas de ½ (la charola usada para los brownies) para 24 rollos
 - b. Coloque los rollos en la charola en filas de 6 x 4
9. Envuelva las charolas con plástico, marque con el día, hora incluyendo AM/ PM, y las iniciales.
10. Coloque de inmediatamente en el refrigerador usando FIFO.

PROCEDIMIENTOS DE COCINAR

1. Deje acalorarse en temperatura ambiente por 10 a 45 minutos antes de la cocinar.
2. Coloque la charola en el horno a ras frontal.
3. Deje 2" desde el borde del horno y de otros productos.

CORTE DE PROCEDIMIENTOS

1. Usando la botella con 3 picos, eche filas de salsa de ajo sobre los roles de ajo para cubrir por completo. Aproximadamente use 6 filas en cada rollo.
2. Saque de la charola y coloque en una bandeja de servir, manteniendo la misma forma en que fue cocinada. Roles no deben de ser apilados en la bandeja de servir.
3. Coloque en el lugar apropiado en el buffet con tenazas.

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PROCEDIMIENTOS PARA LLEAR

1. Usando la botella de 3 picos, eche filas de salsa de ajo sobre los roes de ajo para cubrir por completo.
2. Aproximadamente 6 filas en cada rollo.
3. Para una orden media son 6 roles en una caja pequeña de 7".
4. Para una orden grande son 12 roles en una caja de Pick 6.
5. Coloque la caja en /sobre el calentador con el tiquete en la caja de arriba

¡Atención!

☐ ¡SI LOS ROLES NO SE ESPONJAN O EXPANDEN AL COCINAR ES PORQUE FUERON

ENROLLADOS DEMASIADAS VECES!

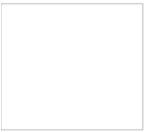
☐ ¡CUANDO LOS ROLES DE AJO SE SIENTEN DUROS AL TOCAR EN BUFFET YA HAN

PASADO SU VIDA ÚTIL!

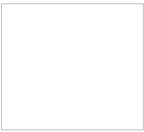
☐ ¡SI LOS ROLES DE AJO NO TIENEN UN OLOR O GUSTO DE AJO, ENTONCES LA SALSA DE

AJO NO FUE UTILIZADA O PROCEDIMIENTOS INADECUADOS SE UTILIZARON, O LA SALSA

DE AJO QUE FUE APLICADA NO FUE SUFICIENTE!



Salsa de Ajo - Garlic Sauce



Vida útil del Condimento de Ajo: 30 días recibido
Vida útil de Mantequilla: 30 días recibido / 7 días abierto
Vida útil de Salsa de Ajo: 48 horas refrigerado una vez preparado

PROCEDIMIENTOS DE PREPARAR

1. En un contenedor limpio pesar 4 libras de mantequilla.
2. Combine 1 bolsa de condimento de ajo con la mantequilla y mezcle por 60 segundos.
3. Cubra y marque con el producto, día, hora incluyendo AM/ PM, y sus iniciales. Coloque en el refrigerador de FIFO. El producto está listo para usar.
4. Eche la salsa en un contenedor limpio para usarlo en la mesa de cocinar.

NOTA:

1. Siembre revuelva la salsa antes de usar o antes de transferir a diferente contenedores.



Ice Tea --- Té Helado

Té Helado

Herramientas:

Maquina de hervir te

Bolsas de te

Batidor de mano

Bascula de onzas

Jarra

Vida Útil: Un DIA completo

Té sin azucarar

1. Ponga tres bolsitas (de 1 onza) de té, uniformemente dentro en medio de la canasta de hervir te.
2. Empuje el botón para empezar elaborar 3 galones de té.

Té azucarado

1. Tome una jarra y agregue 32 onzas de azúcar. Por peso no cantidad de medido.
2. Aplique 16 onzas de agua caliente en la jarra. Revuelva hasta que este disuelto totalmente.
3. Eche la solución en la urna del té y revuelva.
4. Drene un galón de té en la jarra y re-vierta en la urna del té para asegurar que se revuelva la azúcar y el té.

Steeped Ice Tea --- Té Empapamiento

Té Empapamiento

Herramientas:

Bote plástico de 4.5 Galón

Bolsitas de té

Taza que mide

Bata de mano

Báscula

Vida útil: Un DIA entero

Pasos:

1. Llene el bote con 3 galones de agua a 140°. SI HACE TÉ DULCE AGREGUE 3 LIBRAS DE AZÚCAR A ESTE PUNTO, REVUELVEN POR 30 SEGUNDOS HASTA QUE SE DISUELVE EL AZÚCAR.
2. Agregue 4 bolsitas de té, tape y deje escarpado por 20 minutos.
3. Después de 20 minutos saque las bolsitas de té, asegure de exprimir las bolsitas. Agregue 1 galón de agua fría y revuelva con el batidor de mano.
4. Si lo va usar de inmediato: Eche el te en el bote se servir Te
5. Si es para mas tarde: tape y etiqueta con el día, tiempo (AM/PM incluyendo) y las iniciales y guarde en la refrigerador.



Italian Signature Salad

Herramientas:

Platos hondos para hacer ensaladas

Tenazas

Bascula

Espátula

4- Cucharas de 2 onzas

1- Cuchara de 3 onzas

Vida Útil: 30-minutos en la barra

- Preparando las Ensaladas
1. En un plato hondo agregue la cantidad correcta de ingredientes
 2. Usando las tenazas para revolver la ensalada
 3. Coloque la ensalada en la barra
 4. Revuelva la ensalada en la barra cada 5 minutos

Medida Lechuga Cebolla Roja Olivo Negro Chile de Banana Tomates Aderezo

½ de 2 Tenazas de 12" ½ Tenaza ½ Tenaza ½ Tenaza 4 Tomates ½ Cucharón
Homada 1 Cuarto (½ oz) (½ oz) (1 oz) (1 oz) (1 ½ oz)

Una 4 Tenazas de 12" 1 Tenaza 1 Tenaza 1 Tenaza 8 Tomates 1 Cucharón
Homada 2 Cuarto (1 ½ oz) (1 oz) (2 oz) (2 oz) (3 oz)

Doble 8 Tenazas de 12" 2 Tenaza ½ Tenaza 2 Tenaza 12 Tomates 2 Cucharones
Homada 4 Cuarto (2 ½ oz) (2 oz) (4 oz) (4 oz) (6oz)

- Consolidación
1. La ensaladas puede ser consolidada si esta fresca
 2. Eche la ensalada que sobra encima de la ensalada nueva

Nota:

Use doble homada de ensalada durante las horas mas ocupadas

Use la receta de "Una Homada" la mayoría del tiempo.

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Italiano Pizza

La Vida Útil

Masa media cocinado – 24 horas

Salsa Italiano – 14 días (del día que fue recibida/ 48 horas una vez que la bolsa fue abierta

En el Buffet – 25 minutos

PREPARE CON MASA REDONDA

1. Prepare suficiente masa de 7oz. para que ajuste para todo el día. Ponga 15 bolas de masa por charolas. Asegure de macar sobre el plástico la medida, el día, hora incluyendo AM/PM y sus iniciales.

MASA MEDIA COCINADA

1. Puede preparar toda la masa que necesite para el día o para el turno en la mañana.
2. Estire la masa de 7 oz. hasta que llegue a las orillas del disco grade (15"). La masa le va salir 11"x15". Tenga cuidado cuando este estirando de romper la masa o de no estirla muy delgada.
3. Raspe la masa 4 veces y una vez sobre el centro de la masa.
4. Coloque la masa dentro del horno en la ½ marca.
5. Cuando salga del horno ponga la masa media cocinada en la raqueta y deje que se enfríe por 30 minutos.
6. Después ajunte 10 masas y envuelvas con plástico y marcuelas con el día, hora incluyendo AM/PM y sus iniciales.
7. El recomendamos que almacene la masa envuelta en un envase largo y manténgalo con la masa de las cuadradas cerca del horno. (NO META LA MASA EN EL REFRIGERADOR)

AL COCINAR

1. Eche 4 oz. de salsa Italiano sobre la masa media cocinada y use el cucharón para untar la salsa hasta las orillas.
2. Pese 2.5 oz de queso blanco y échelo uniformemente sobre toda la pizza.
3. Pese la cantidad correcta de ingredientes y échelos uniformemente sobre toda la pizza.
4. Échele parm/orégano por 3 segundos sobre la pizza
5. Ponga la pizza en el centro del horno para acabar de cocinarla.

AL CORTAR

1. Corte 5 x 1 en una charola grade usando el cortador verde.
2. Una vez cortada ponga la pizza en una tabla y coloque en el buffet en el puesto designado.

PARALLEVAR

1. Quite la pizza del horno con una charola grande.
2. Corte 5 x 1 usando el cortador verde.
3. Con cuidado eche la pizza en una caja grade de pizza a lo largo

Atención!

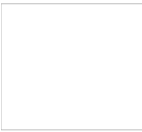
LA MASA MEDIA COCINADA NO SE METE EN EL REFRIGERADOR!

-

- PREPARE LA MASA MEDIA COCINADA EN LA MAÑANA ANTES DE ABRIR! TAMBIÉN SE PUEDEN HACER EN EL MEDIO DÍA O EN LA NOCHE!

- USE LA CARTA DE PIZZAS MEDIANAS PARA ASEMBLAR LAS PIZZAS ITALIANO!

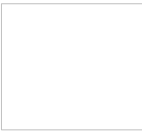
- SI LA PIZZA SALE QUEMADA ENTONCES LA MASA FUE COCINADA DE MAS LA PRIMER VEZ O FUE PUESTA INCORRECTO EN EL HORNO!



ITALIANO VEG = Tc VEG

Masa Salsa Queso Cebolla Chile Olivo Hongo Parm/Orégano
Italiano Verde Negro

7 oz 4 oz 2.5 oz 1 oz 1 oz 1 oz 1 ½ oz 3 segundos



ITALIANO PEPPERONI Y SALCHICHA = Tc PS

Masa Salsa Queso Pepperoni Salchicha Parm
Italiano Orégano

7 oz 4 oz 2.5 oz 16 1 ¼ oz 3 segundos

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Low Carb Casserole - Pizza en cazuela

AL COCINAR

1. Eche 1 onza de olivos negra en la casuela. Net Carbs 1 gram
2. Eche 1 onza de hongos en la casuela. Net Carbs 1 gram
3. Eche 1 onza de chile verde en la casuela. Net Carbs .5 grams
4. Eche 1 onza de cebolla en la casuela. Net Carbs 2.4 grams
5. Eche .5 onza de pepperoni en la casuela. Net Carbs .05 grams
6. Eche 1 ½ onzas de jamón en la casuela. Net Carbs .345 grams
7. Eche 4 onzas de queso encima Net Carbs 3.2 grams
8. Eche 1 onza de queso amarillo. Net Carbs 1 gram
9. Échele parm/orégano. Net Carbs .125
10. Ponga la cazuela en el horno con la parte de trasera del producto nivel con la entrada del horno. Se cocina una vez.

Esta receta consiste con aproximadamente 12 carbohidratos por cazuela.

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Mac & Cheese Pizza — Pizza de Macaroni y Queso

EQUIPO NECESITADO:

Espátula de goma Batidor de mano pequeño
Cucharón de 3 onzas Taza de medir
Tazón hondo

Tiempo de Adobo: 1 hora en refrigerador
Vida útil: La salsa de queso ya preparada 48 horas
25 minutos en le buffet

Ingredientes: 1 paquete de la salsa de queso
32 onzas de agua a 95 grados

PROCEDIMIENTOS DE LA PREPARACIÓN DE LA SALSA

1. En una cacerola de 1/6 eche 32 onzas de agua de 95 grados.
2. Agrega un paquete de salsa del "Mac con Queso".
3. Revuelva con el batidor de mano por 60 segundos o hasta que la salsa se combina totalmente.
4. Etiqueta con día, tiempo incluyendo AMPM y iniciales.
5. Guarde dentro de la mesa de cocinar y deje que se adoba por 1 hora.

PROCEDIMIENTOS DE COCINAR - PASO UNO

1. Estire una bola masa del tamaño apropiado en un disco.
Aplique la cantidad apropiada de salsa sobre la masa estirada y extienda la salsa uniformemente a 1 pulgada
2.
del borde de la pizza.

PROCEDIMIENTOS DE COCINAR - PASO DOS

1. Pese la cantidad apropiada de pastas en el tazón. Aplique la cantidad apropiada de salsa en el tazón con las pastas. Revuelva las pastas y la salsa junta con una espátula de goma.
2. Con la espátula eche la mezcla de "Mac y Queso con pasta" sobre la masa uniformemente hasta al borde de la salsa.
3. Aplique la cantidad apropiada de queso mozzarella sobre la pizza.
4. Ponga el frente del producto nivel con la entrada exterior del horno. Cocine una vez a través del horno.

Medida Salsa en la masa Pasta /Mac y Queso Salsa Queso

Sc 1 oz 2 oz Pasta/ 2 oz salsa .5 oz
Mc 3 oz 5 oz Pasta/ 3 oz salsa 2 oz
Lc 4 oz 8 oz Pasta/ 4 oz salsa 3 oz

AL CORTAR

1. Corte sobre una charola de tamaño apropiado con el disco o en charola grande sin disco usando el cortador verde.

CORTES

Buffet 5

Para Llevar
Sc 2
Mc 3
Lc 5

Abreviación

MAC
!ATENCIÓN!

- SI LA PASTA SALE QUEMADA O DURA ES PORQUE LA NO FUE MEZCLADA CORRECTAMENTE CON SALSA!
- SI LA PIZZA SALE AGUADA ES PORQUE TIENE DEMASIADA SALSA!
- SI SE RESECA ANTES DE 25 MINUTOS ES PORQUE NO TIENE SUFICIENTE SALSA O QUESO!

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Ole Pizza ---- Salsa y Pizza Ole

Equipo necesitado:

Cortador del bolso Espátula

Bata Pequeño de mano Plástico

Cortador de pizza verde Salsa de Ole

Marcador Cuchara perforada de 3 onzas

Adobe 1 hora en refrigeración

Vida útil 48 horas

Descripción: Color rojo y brillante sin separación de la salsa y agua. Ninguna evidencia de la pérdida de humedad.

Ingredientes: 1 bolsa de la salsa Ole

10 onzas de agua fría

¡ATENCIÓN!

• SI LA PIZZA RESECA ANTES DE 15 MINUTOS EN EL BUFFET PUEDE SER QUE EL BUFFET ESTAMUY

CALIENTE!

PREPARANDO LA SALSA DE OLE

1. Compruebe la carta de preparación para planear el número de hornadas que se ocupan.
2. Eche la salsa en un envase limpio. Utilice un cortador de bolsa para raspar toda la salsa de la bolsa.
3. Mida 10 onzas de agua fría por bolsa de salsa Ole.
4. Agregue el agua en el envase con la salsa y mézclese por 60 segundos.
5. Envuelva el envase con el plástico y etiqueta con día, tiempo incluyendo AM/PM, iniciales y el tipo de salsa.
6. Coloque en el refrigerador y rote con lo primero en entrar es primero en salir.

AL COCINAR

1. Escoja el tamaño apropiado de masa para estirar.
2. Vierta la cantidad apropiada de salsa en el centro de la pizza. Utilice el fondo del cucharón para regar la salsa en un movimiento espiral a 1 " del borde de la pizza.
3. Eche la cantidad correcta de carne de vaca
4. Ponga la pizza con el frente del producto nivel con la entrada del horno. Cocine una vez a través del horno.

MEDIDA MASA SALSA OLE CARNE LECHUGA QUESO SALSA

AMARILLO

12" Mc 7 oz 4 1/2 oz 2 1/2 oz 5 oz 1 oz 3/4 oz

15" Lc 14 oz 9 oz 4 oz 6 oz 3 oz 1 1/2 oz

AL CORTA

1. Si va cortar la pizza en el alambre quite la pizza del horno con una charola de tamaño apropiado.
2. Si va cortar la pizza en una charola grande quite la pizza del horno con una charola grande.
3. Corte la pizza Ole con un cortador verde. Ponga la pizza en una charola con un disco caliente y llévesela al cocinero.
4. Una vez cortada, se le echa lechuga queso Amarillo y salsa de Ole.

CORTES

Buffet 5

Para Llevar

S2

M3
L5

AL SERVIR EN EL BUFFET

1. La pizza Ole se debe de siempre poner directamente en el buffet.
2. Diga la porción de la pizza Ole cuando la ponga en el buffet – “Uno, Dos, Tres, Ole!”
3. La pizza Ole tiene una vida útil de 15 minutos en el buffet.

Note: Pizza de especialidades no reciben (1) onza extra de queso.

Abreviación

Ole

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Pasta Noodles — Pasta

EQUIPO NECESITADO:

2 tinas grises

Una tapa para la tina

Espátula

Brocha de 3 “

Canasta de cocinar pastas

Maquina de cocinar la pasta

Bascula calibrada

Cinta que enmascara

Marcador

Vida útil: 48 horas una vez cocinada

Ingredientes: 5 libras (1 bolsa de la pasta cavatappi)

2 onzas Sal agregada al agua hirviendo

3 onzas de aceite por bolsa. Se mezcla con la pasta después de cocinar

Descripción: Cocinada Al Dente (cruda en el centro). Sin ninguna evidencia que se esta secando.

Pasos:

1. El agua para cocinar la pasta puede utilizada solamente dos veces. La sal se le agregada cuando que cambie el agua. **NUNCA COCINE MÁS DE 1 BOLSA LA VEZ.NUNCA PONGA MÁS QUE (2 BOLSAS) EN UNA TINA GRIS.NUNCA UTILICE EL AGUA MÁS DE DOS VECES.**
2. Compruebe con la carta de preparación para planear el número de homada que va ocupar.
3. Cierre el drenaje en la máquina de cocinar pasta, llénela de agua, prenda la máquina y empiece a hervir el agua.
4. Use la brocha para regar aceite dentro de la tina.
5. Mida la sal y agregue al agua.
6. Eche una bolsa de pasta en la canasta, coloque la canasta en el brazo de la maquina.
7. Ponga el tiempo a 8 minutos. Eche la maquina andar para meter la canasta dentro del agua. Revuelva inmediatamente, y después cada 2 minutos mientras que se cocina.
8. Llene una tina gris con hielo y agregue 8 cuartos de galón de agua.
9. Cuando la canasta suba, quite la canasta de la maquina, escurra el agua de la pasta y después coloque la canasta en la tina con agua y hielo. Revuelven bien. La pasta se deben enfriar a 40 grados.
10. Saque la canasta de agua y hielo y escura el agua. Eche la pasta en la tina gris engrasada y agregue y revuelva con 3 onzas de aceite por bolsa (6 onzas de aceite por 2 bolsas). Revuelva por 30 segundos.
11. Cubra la tina gris con la tapa y ponga una tira de cinta de enmascara en el frente de la tina. Etiquete con el producto, día, tiempo incluyendo AMPM y sus iniciales. Coloque la tina en refrigerador y rote el primero en entrar, primero en salir.

! ATENCIÓN!

SI ENTONCES

Pastas demasiado crujientes Más de 5 libras cocinado a un tiempo

No cocinada con suficiente tiempo

Las pastas se pegan juntas No fueron revueltas suficientemente

No engrasado correctamente
Pastas secas o duras Pastas más viejo de 36 horas
No engrasado correctamente
Las pastas son empapadas o se rompen fácil No se dreno suficiente
Cocinado y en baño del hielo demasiado largo
Sobre cocinado
En el buffet/ barra de pasta demasiado largo



Entrée Pasta Salad

MARINADO TIEMPO: 1 hora
ENSALADA PREPARADA VIDA ÚTIL: 48 horas
Procedimientos de Preparación Ensalada de Pasta:

1. Pesar 5 libras de pasta cocinada y enfriada y eche en un tina gris, limpia y desinfectada.
2. Agregue los siguientes ingredientes, aceitunas negras, aceitunas verdes, tomates picados, pimientos de plátano, en la tina con la pasta.
3. Mida 20 onzas en volumen del aderezo italiano y eche sobre los ingredientes, use una espátula de goma para revolver hasta que esté bien combinada.
4. Cubra con la tapa y la etiqueta con el día, la hora, incluyendo AM/ PM, y las iniciales.
5. Coloque en el refrigerador practicando FIFO.
6. El producto se debe mezclar con una espátula de goma antes de transferir a otro contenedor o antes de rellenar la barra de ensalada.

Pasta Aceituna Aceituna Pimiento de
Cocinada Negra Verde Tomate Picado Plátano Aderezo Italiano
5 libras 5 onzas 5 onzas 12.5 onzas 2.5 onzas 20 onzas



Pasta Sauce - Salsa de Pasta

EQUIPO NECESARIO:

Cortador de bolsa
Bote esterilizado Batidor de mano
Espátula Cinta que enmascara
Marcador Báscula calibrada

Salsa de Pasta Roja

Tiempo para Marinar: 1 hora
Vida útil: 48 horas

Estación de Pasta

1 bolsa de Salsa de Pasta
3 lbs. de agua fría

Descripción: Color rojo y brillante sin la separación de la salsa y el agua. Con ninguna evidencia de la pérdida de humedad o de aceite o cebollas en la cubeta. Cuando la salsa es echa correcta, se ve pistas en la salsa cuando se revolaba.

Pasos:

1. Compruebe la carta de preparación para planear el número de hornadas que ocupara.
2. Abra las bolsas; agregue la salsa en un bote limpio.
3. Utilice un cortador del bolso para raspar toda la salsa de las bolsas.
4. Pese la cantidad apropiada de agua fría.
5. Agregue el agua en al bote y mezcle con el batidor de mano por 60 segundos.
6. Tapa el bote y póngale una tira de cinta de enmascara al bote. Etiqueta con día, tiempo incluyendo AM/PM y iniciales.
7. Coloque el bote en el refrigerador y rote (el primero en entrar, primero en salir).

Salsa de Pasta Blanca de Alfredo

Vida Útil: 48 Horas preparada o Fin del día en el buffet

Estación de Pasta

1 bolsa de salsa Alfredo
8 oz. de agua por bolsa

Pasos:

1. Cada día fijese en la carta de preparación para saber la cantidad se necesita preparar.
2. Pese la cantidad correcta de agua. Son 8 oz de agua por bolsa. Eché el agua en el envase limpio.
3. Abra la bolsa(s) de salsa y eche la salsa en el envase con agua.
4. Use el abridor de bolsa para sacar toda la salsa de la bolsa. Ahora, mezcle la salsa y agua por 60 segundos.
5. Tape el envase con una tapa y póngale una tira de la cinta. Marque la cinta con el nombre del producto, día, hora (am/pm) y sus iniciales.
6. Guarde este producto en el refrigerador usando el sistema de FIFO.

SIEMPRE REVUELVA LA SALSA ANTES DE USAR O ANTES DE TRANSFERIR A OTRO ENVASE.

¡ATENCIÓN!

- ☐ SI LA SALSA HUELE O SABE AGRIO ES PORQUE EL BOTE NO ESTABA LIMPIO

ANTES DE USAR O LA
VIDA ÚTIL A PASADO.

☐ SI LA SALSANO SALE MUY ESPESA O MUY AGUADA ES PORQUE NO FUE
REVUELTA
CORRECTAMENTE ANTES DE CADA USO O EL AGUA NO FUE MEDIADA
CORRECTAMENTE.

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Pasta Station

HERRAMIENTA:
Charola con teflón
Tapa de Metal
Copa de Medir
Jarra de Medir

Vida Útil en el Buffet 45-minutos

Procedimientos de cocinar la Pasta

1. Llene la charola con la cantidad apropiada de pasta usando la jarra de medir. Para una charola entera de pasta llene la jarra completa (2 cuartos) y eche den la charolas. Para mitad de una charola de pasta llene la jarra ala mitad (1 cuarto) y eche en la charola.
2. Eche la cantidad apropiada de agua dentro de la charola con pasta. Tape la charola y ponga en el horno con el trasero de la charola nivel con la entrada del horno.
3. Cuando salga del horno asegúrese de sacarle toda el agua de la charola.

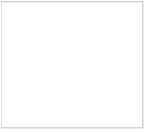
PASTA AGUA.SALSA.SALSA ADICIONAL

Charola llena de Pasta 16 oz 40 oz de Salsa 8 oz
(2 cuartos) (5 Cucharones)
½ de Charola de Pasta 24 oz de Salsa 8 oz
(1 cuarto) 16 oz (3 Cucharones)

Procedimientos de Servir en el Buffet

1. Lleve la charola con pasta al buffet y eche la pasta en el envase del buffet. Después se le echa la cantidad apropiada de salsa y se revuelve con una cuchara de servir.
2. Se debe de menear cada 5 minutos.
3. La pasta se puede consolidar en el buffet si esta dentro de la vida útil (45 Mnutos), agréguele mas salsa para mantener la pasta empapada con salsa.
4. Las charolas deben de ser cambiadas cada ves que cambie la pasta o por lo mínimo de 4 veces durante el almuerzo, el medio día o sena.
5. Ponga el dado de la temperatura a "6" para mantener la temperatura a 150 – 160 grados.

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Pepperoni Flip

Herramientas:

Bola de Masa de 7 onzas

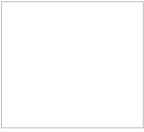
Salsa de Mac n Cheese

Pepperoni

Margarina

Parm/Orégano

Docker



Vida Útil: 25 minutos

AL COCINAR

1. Estire la masa de 7 onzas en un disco de pizza grande y respe con el docker 4 veces
2. Eche 3 onzas de salsa de Mac n Cheese sobre la mitad de la masa y deje una pulgada (en la orilla) sin salsa.
3. Ponga 18 Pepperoni sobre la mitad con salsa
4. Doble el lado sin salsa sobre formando una medio-circulo
5. Use el docker para raspar las orillas 2 veces para sellar el producto
6. Échele 6 filas de mantequilla sobre el producto. Una vez por el centro y la segunda sobre la curva del producto.
7. Échele del Parm/Orégano por 3 segundos sobre el producto.
8. Ponga el horno con el frente del producto nivel con la entrada del horno.

AL CORTAR

1. Quite el producto del disco con una charola grande.
2. Corte 6 veces.
3. Ponga el producto en una tabla limpia y coloque en el buffet, en el área especificada.

CONSOLIDACIÓN

1. Este producto puede ser consolidado.
2. No apile o amontone, coloque los pedazos alrededor del producto nuevo.
3. No más se puede consolidar una vez

PARA ESPECIALES

1. Use la carta de los ingredientes y use ½ de la cantidad de cada ingrediente.

Abreviación:

Flip

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Philly Cheesesteak

Herramientas
Abridor de Bolsa
Cucharon de 4 oz
Cortador verde

Vida Útil de la salsa Philly: 14 días recibida/ 48 Horas una ves abierta
Carnes Rebanadas: 14 días del día que fue recibida

HACIENDO LA PIZZA

6. Use el tamaño correcta masa. Compruebe a receta abajo para la cantidad correctas de ingredientes.
7. Eche la cantidad correcta de salsa en el centro de la masa. Use el cucharón para untar la salsa con un movimiento circular dejando 1 pulgada sin salsa.
8. Eche la cantidad correcta de Carne rebanada, Cebolla y el Chile Verde
9. Ponga la pizza en el horno con el frente de la pizza nivel con la entrada del horno. Cocine una ve completa través el horno.

Tamaño Salsa Carne Cebolla Chile Verde

7" Sc 1 OZ. ½ oz ¼ oz ¼ oz
12" Mc 4 OZ. 2 ½ oz 1 oz 1 oz
15" Lc 5 OZ. 5 oz 2 oz 2 oz

AL CORTAR

5. Si corta la **pizza** en una charola grande, ponga la **pizza** encima de la charola
6. Corte la Philly **pizza** con un cortador de **pizza** verde y sirva en un alambre caliente.

Cortes
Buffet 5
Para Llevar
Sc 2
Mc 3
Lc 5

Abreviación

PC

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Pizza Sauce ---- Salsa de Pizza

EQUIPO NECESITADO:

Bote Limpio
Envases medianos
Batidor de alambre grande
Espátula de goma
Cinta que enmascara
Marcador
Cortador de bolsa

Tiempo de Marinar: 1 horas
Vida útil: 48 horas

Ingredientes: 2 bolsas de salsa de pizza
8 libras de agua fría

Descripción: Rojo brillante en color sin separación de la salsa y del agua. Ninguna evidencia de pérdida de humedad.

Cuando la salsa esta revuelta consistentemente va ver pista cuando la meneas.

AL PREPARAR

1. Agregue 8 libras de agua fría al bote limpio.
2. Agregue 2 Bolsas de la pizza salsa con el agua y revuelva por 60 segundos o hasta vea pistas en la salsa.
3. Eche la salsa en 2 envases plástico. Cubra los envases con tapas plásticas y con el marcador indique la cinta de enmascara con el día, el tiempo incluyendo AM/PM y las iniciales.
4. Métalo a la refrigeradora por 6 horas antes de usar.

Cantidad Agua Salsa
1 Homada 8 Libras 2 Bolsas

SIEMPRE REVUELVA LA SALSA ANTES DE USAR O ANTES DE TRANSFERIR A UN ENVASE DIFERENTE.

¡ATENCIÓN!

☐ SI LA SALSA HUELE O SABE AGRIO ES PORQUE EL BOTE NO ESTABA LIMPIO ANTES DE USAR O LA VIDA ÚTIL A PASADO.

☐ SI LA SALSA NO SALE MUY ESPESA O MUY AGUADA ES PORQUE NO FUE REVUELTA CORRECTAMENTE ANTES DE CADA USO O EL AGUA NO FUE MEDIADA CORRECTAMENTE.

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Round Dough Cooking — Cocinando Pizzas Redondas

Estirar la masa usando la prensa (Dough Press)

1. Saque la masa fuera del refrigerador por lo menos 10 minutos antes de estirar.

Este paso es muy importante.

Cuando saque masa del refrigerador el tiempo máximo fuera del refrigerador es 45 minutos. Asegure que saque

suficiente cacerolas de masa depende de el negocio. La masa no debe llegar sobre 65° grados. Esto puede

variar debido a la temperatura de su área de la cocina. Nota: Para estirar una pizza

Grande que no fue sacada la

masa por 10 minutos, la masa debe ser presionado en la prensa de la masa por 20

segundos. Esto asegurará

una calidad del producto.

2. Fije que la prensa de la masa este a temperatura de 150 grados.

3. Tome la bola de masa y toque el lado de arriba de la bola con la cacerola para

lubricar la bola con aceite y la

prensa de la masa.

4. Coloque la bola de masa en el centro de la prensa.

5. Asegúrese que la plancha de abajo esta asta abajo totalmente.

6. Detenga la prensa por 5-6 segundos. No aplique mucha presión en el brazo de la

prensa de masa. La masa debe

ser el tamaño aproximado del alambre redondo.

7. Quite la masa y voltear la masa con el lado caliente que quede por de bajo y en el

centro de el alambre.

8. Con una mano, estire la masa asta el borde del alambre.

9. Utilice su otra mano para sostener la masa en lugar en el borde del alambre de la

pizza (tenga cuidado de no

empujar la masa a través de los agujeros de el alambre).

10. Rote la masa y el alambre hasta que todos los bordes de la masa cubren

totalmente el alambre, pero que no se

pase fuera del borde del alambre.

11. Perfore con el docker 4 veces para las pizzas Grandes, 3 beses para las

Medianas, 2 beses para una pequeño

(con solos movimientos al ves).

(Nota: Al Perforar más causa que salga la pizza mas dorada y no sube al cocinar, Al

Perforar menos causará

burbujear)

Estirar de mano

1. Ponga poquita de harina arriba de la bola de masa.

2. Presione la bola de masa comienza alrededor de los bordes. Trabaje su manera

alrededor de la masa en un

círculo y después extraiga el centro.

3. Asegure que el centro sea levemente más grueso que los bordes (no más gruesa

que ½ " en el centro y ninguna

áreas menos de 1/8 " en los bordes)

4. Sea seguro que no hay puntos excesivamente gruesos o finos en bola de la masa.

5. Tome la bola de masa de la tabla y tire la masa entre sus manos dándole

palmadas.

6. Rote la vuelta del ¼ entre cada palmada hasta que el tamaño de la bola de masa

este aproximadamente 1 " más

pequeño en diámetro que el disco apropiado del tamaño.

7. Hacer tirar la pizza en el aire es opcional.

8. Continúe con estirando la masa hasta al borde del disco y presiónela en prensa de

masa después ráspele

correctamente.

Cantidades Estiradas

1. La vida útil de pizzas estiradas es 30 minutos (regla 30-minute).

2. No comience a estirar, a echar salsa o queso y el resto de los ingredientes anterior

de 30 minutos antes del

comienzo del buffet. (Preparar más que la cantidad correcta causará que se expondrá

al aire causando que se

secan la pizza y se pierde la calidad sirviendo un producto inferior.)

3. Durante el buffet, no más prepare las pizzas para satisfacer las necesidades de los

dientes por próximos 30 min.

Orden de ingredientes

La orden de aplicación de los ingredientes para pizzas redondas:

1. Salsa
2. Queso
3. Ingredientes (en la orden de las cartas del ingrediente)

Aplicando salsa

1. Con la cuchara correcta, aplique la cantidad y el tipo correctos de salsa según lo especificado en la carta apropiada de ingrediente. (Las pizzas especialices excluidas refiérese en la carta de los ingrediente de la especialices en la sección de las formas.)
2. Eche la salsa en centro de la pizza.
3. Utilice el fondo de la cuchara para distribuir la salsa en un movimiento redondo a 1" del borde de las pizzas.

Salsa Adicional

1. No cuente la salsa como un ingrediente adicional al hacer pizzas.

Cantidad de Salsa L = 4 onzas Buffet = 4onza nivel S = 2 1/2 onza.

Aplicando el Queso

1. Con una bascula calibrada, pese la cantidad correcta de queso según lo especificado en la carta apropiada de los ingredientes.
2. Comience con el borde exterior de la pizza y aplique aproximadamente 1/2 del queso rededor del borde de la pizza usado un disco.
3. Tenga cuidado de no colocar ningún queso sobre el borde de la salsa sobre la corteza. (Esto hará el queso quemarse y afectar negativamente la calidad y la presentación del producto.)



4. Eche el resto del queso uniformemente en el centro de la pizza. No debe haber puntos rojos de salsa más grandes que $\frac{1}{4}$ " y tampoco que no haga grupos de queso en la pizza.

Queso adicional

1. Para el queso adicional, mire en la carta apropiada de los ingredientes y agregue la cantidad de queso en paréntesis.
2. Las pizzas de especialices o para llevar no se usa adicional queso

Aplicando los Ingredientes

Los Ingredientes se deben poner siempre encendido en la orden de la carta de los ingredientes. DE DE ARRIBA A

ABAJO. Ejemplo: En una pizza redonda con los salchichones, hongos, aceitunas negras y anchoas, el pedido de los ingrediente es:

- ☐ Salsa
- ☐ Queso
- ☐ Salchichones (carne plana, sobretodo otros ingrediente en carta)
- ☐ Hongos (ingredientes pesado, en carta después de salchichones)
- ☐ Aceitunas negras (ingredientes pesado, debajo de los salchichones, de los hongos)
- ☐ Anchoas - debajo de el resto de los ingredientes en carta
- ☐ Carnes planas (pepperoni o anchoas) son contadas por pedazo.

1. Muévase alrededor del borde de la pizza que pone aproximadamente una mitad de los ingredientes hasta el final hacia fuera al borde del queso y de la salsa, teniendo cuidado de no poner ningunos ingredientes sobre el borde de la salsa y del queso sobre la corteza.

2. Tome los ingredientes restantes y distribúyalos uniformemente en la porción destapada en centro de la pizza.

3. Guarde el espaciamento igual entre cada carne plana en todas las partes de la pizza, y evite el todos los ingredientes no estén juntos o en le centro la pizza (De poner demasiados ingredientes en una área de la pizza o que no trae todos los ingredientes al borde de la salsa y de el queso.)

Cómo leer cartas de los ingredientes

1. Determine el número de ingredientes en la pizza. Que el número corresponde a la columna encontraba la cantidad real de ingredientes.

2. Haga una remisión el nombre de los ingredientes con la columna apropiada en carta. El número es la cantidad de rematar a colocar encima de la pizza.

El queso adicional no cuenta como un ingrediente al construir una pizza.

Ejemplo: Pizza Nombre de ingredientes Columna

Mc P O 2 Ingredientes 2 Columna en carta de ingredientes

Lc S M O J 4 Ingredientes 3-5 Columna en carta de ingredientes

Para preparar las pizzas de Mitades

1. Al construir las pizzas con Mtad y Mtad, construya cada mitad separada. Trate cada mitad como una pizza separada.

2. Cuente cuantos ingredientes va a llevar en cada mitad y usando la carta de los ingredientes fijese en la Columna correcta.

3. Repita el mismo proceso a la otra mitad

Ejemplo: Lc SM $\frac{1}{2}$ P:

Una orden con ingredientes en toda la pizza y en la Mtad piden algo adicional

1. Divida la pizza en 2 mitades; trate cada mitad como pizza separada.

2. Eche de los ingredientes pedidos en los dos lados en cada lado de la pizza. (S y M) S S

3. Cuente cuantos ingredientes van en cada mitad y use la carta de los ingredientes fijese en la Columna correcta para saber la cantidad de ingrediente lleva.

4. Repita el mismo proceso para cada mitad MM

Por Ejemplo

1. Salchicha y hongos va en toda la pizza más pepperoni en una mitad. Porque P diferentes ingrediente en cada mitad la pizza se trata como una pizza de mitades.
2. Para la primera mitad (salchicha y hongos) fíjese en la columna de 2 ingredientes. En esa mitad Salchicha lleva 3 ½ oz dividida pero nomás la mitad = 1.75 oz Y hongo son la mitad de 3oz = 1.5oz
3. Par la mitad con 3 ingredientes fíjese a la columna de 3-5 ingredientes.
4. lleva 9 pepperoni (18 pero nomás la mitad = 9) y 1.5oz de Salchicha y 1.25 Oz de hongos

Ingredientes adicionales

Cada ingrediente "adicional" cuenta como un ingrediente adicional.

Una pizza con pepperoni adicionales viene siendo una pizza de 2 ingredientes y se le pone la cantidad de la columna con

2 ingredientes usando las cartas de los ingredientes.

Ejemplos:

Una pizza con Extra Pepperoni use la columna de 2 ingredientes x 2 beses

Una pizza de ½ Extra Pepperoni use la columna de 2 ingredientes x 2 beses en no mas esa mitad

Una pizza con Extra, Extra Pepperoni use la columna de 3-5 ingredientes x 3 beses

Una pizza de ½ con Extra, Extra Pepperoni use la columna de 3-5 ingredientes y son 3 beses y divida en 2



Colocación del producto en el horno

Coloque todos los productos 1 " del borde del horno para permitir que se cocine completamente. Deje una 1 " de espacio entre todos los productos para permitir que el aire fluya libremente, con la excepción de las Canelas, que necesitan por lo menos 2 " de espacio por el disco que va encima de la charola. Esto previene que de los otros productos se cocinen bien.

Ponga el frente de la pizza con nivel con la entrada del horno. Cocine una vez a través del horno. Siempre Coloque la pizzas par llevar en el horno de a bajo.

Procedimientos de Cortes

Al cortar un producto redondo de pizza:

1. No quite los productos de la banda transportadora antes de que pase totalmente a través de la salida del horno.
2. La pizza se debe cortar totalmente.
3. Si corta la pizza sobre el disco, quite la pizza del horno con el disco a un tiempo, con la cacerola apropiada de la porción del tamaño.
4. Si corta la pizza en una charola grande quita la pizza con la charola sin el disco.
5. Corte derecho a través de la pizza lejos de su cuerpo.
6. Cuando llegue en el borde de la pizza vuelote el cortador para separar los pedazos.
7. Dándole vuelta a la pizza repita el proceso del corte hasta que usted tenga el número correcto de cortes. Las rebanadas deben ser 2.5 " - 3.5 " de par en par en la corteza.
8. Si en caso ve burbujas corte alrededor de ellas y tire esos pedazos a la basura
9. Corte todos los productos en pedazos clasificados iguales.
10. Todas las pizzas redondas se deben servir en un disco caliente, utilizan el disco que la pizza fue cortada encendido para servir.
11. Corte con un cortador verde.

Al Servir la Pizza Rededor

Todas las pizzas redondas se deben servir en un disco caliente. Para la pizza redonda, utilice el disco en que cocino la pizza para servir.

! ATENCIÓN!

☐ LAS CONDICIONES Y LA TEMPERATURA GEOGRÁFICAS, ATMOSFÉRICAS PUEDEN AFECTAR EL TIEMPO PARA QUE SUBA LA MASA. (TEMPERATURAS MÁS CALIENTES HACEN LA PASTA LEVANTARSE MÁS RÁPIDAMENTE.)

☐ SI LA MASA ES DIFÍCIL DE ESTIRAR PUEDE SER LO SIGUIENTE: LA MASA NO ESTALISTA, NO TIENE SUFICIENTE AGUA O ACEITE, LA HARINA ESTA MALA, LA MASA ESTA MUY FRÍA

☐ SI LA MASA SALE MUY SECA PUEDE SER QUE NO TIENE SUFICIENTE ACEITE O AGUA O LA MASA NO A TENIDO TIEMPO DE ESPONJAR.

☐ SI LA MASA NO ESPONJA PUEDE SER QUE LA AGUA O REFRIGERACIÓN ESTA MUY FRÍA O NO SE LE ECHO EL PAQUETE DE ADITIVO

☐ LA MASA SE ESPONJA MUY RÁPIDO O MUY GRANDE PUEDE SER QUE EL AGUA O LA TEMPERATURA DEL AMBIENTE ESTA MUY CALIENTE, LA MASA NO FUE PUESTA EN EL REFRIGERACIÓN DE INMEDIATO, LA MASA ESTUVO AFUERA DE REFRIGERACIÓN MAS DE 45 MINUTOS O TIEN MAS DE 48 HORAS DE SER ECHA

☐ SI MASA NO ESPONJA NIVEL ES PORQUE LA MASA NO FUE ENROLADA O SELLADA CORRECTAMENTE.

□ SI LA MASA PÁRESE APLASTADA DESPUÉS DE 7 HORAS ES PORQUE DEMASIADA AGUA FUE USADA

□ SI LA MASA SAL MUY BLANCA DESPUÉS DE COCINAR ES PORQUE NO A ESPONJADO POR LO MÍNIMO 7 HORAS.

□ SI LAS PIZZAS SALEN CON MUCHA BURBUJAS VERIFIQUE QUE FUERON RASPADAS BIEN CON EL DOCKER Y QUE LA CONDICIÓN DEL DOCKER ESTE BIEN O PUEDE SER QUE LA MASA NO FUERON ENROLLADAS CORRECTAMENTE.



Round Dough Prep ---- Preparación de la Masa Redonda

Equipo necesitado:

Batidora de mano Cortador de la masa

Taza para medir Plástico

Basculas de Libra y una de Onzas Brocha de 3"

Termómetro calibrado Marcador

Charola de masa redonda Toalla

Maquina de Mezclar la masa y el gancho Bote de 8 cuartos para medir el agua

Tiempo adecuado antes de uso 7 horas en el refrigerador

Vida útil 48 horas

Ingredientes:

1 paquete de la especies para la masa

16 libras de agua a 80 °

14 onzas de Aceite

1Bolsa de Harina

Descripción: Ninguna evidencia de amarillear, el formar una costra/el secarse o esponjar demasiado, hinchando.

Pasos:

1. Con una toalla caliente y esterilizada limpie el tazón de fuente del mezclador por el interior y tambien el gancho

2. Usando un termómetro determine que la agua este a 80 grados y depuse pese 16 libras del agua a 80 grados.

De inmediatamente eche el agua en el tazón y agregue el paquete de especies y revuelva por 30 segundos

3. Agregue las 14 onzas de aceite y no mezcle.

4. Agregue la harina, ponga el gancho y mezcle.

Para una maquina Hobart o Blaksley de 2 velocidades, mezcle en la velocidad 1 por 9.5 minutos

Para una maquina de 4 velocidades, mezcle en la velocidad 1 por 8 minutos.

Para un mezclador del Globo de 2 velocidades, se mézclese en la velocidad 1 por 6 minutos del ½

5. Mientras que se mezcla la masa, engrase el número de las charolas que necesitará. Engrase con aceite uniformemente con una brocha de 3 "

6. Compruebe la lista de la preparación para planear el número de bandejas de cada tamaño que se ocupará

7. Limpie la mesa de preparación con la toalla esterilizada. Una vez que la masa se acabe de mezclar, sáquela

masa de la máquina y colóquela en la masa. Si va a prepara mas, ahora comience la siguiente hornada de masa redonda Mientras acaba lo que tiene en el mesa.

8. Empiece a Cortar la masa en los pesos siguientes:

Pequeña= 5 onzas Buffet = 14 onzas Grande = 17 onzas Italiano/Flip/Ole = 7 onza

9. Haga la masa en Bolas con sus manos para eliminar burbujas de aire y para cierre la bola por de bajo.

10. Resbálela la parte de arriba de la masa sobre el aceite para engrasar las bolas de masa por encima. Después coloque las bolas de masa con el lado sellado por debajo en las bandejas engrasadas.

11. Ponga los números de las bolas correctas en cada bandeja.

Pequeño= 15 Buffet = 14 y una de 10 onzas Grande = 11 Italiano/Flip/Ole = 7 onza

12. Cubra las charolas con plástico para que no le entre aire.

13. Marque con el tamaño, día, la hora incluyendo (AM/PM), iniciales de la persona que preparo la presa.

Guarde de inmediatamente en el refrigerador y rota el primero en entrar, primero en salir. Etiquete el producto lo

mas cerca del borde de la charola para poder leer la etiqueta entera en todas las charolas cuando esté almacenada.

Producción de una hornada:
Bandejas del Sc= 10 y 5 bolas de la masa
Bandejas del Mc= 3 y 12 bolas de masa
Bandejas del Lc = 4 y 1 bola de masa
Bandejas del 7oz = 7 y 4 bola de masa

Pequeñas= 5oz Medianas=14 oz Grandes 17 oz Italiano/Flip/Ole 7 oz
(15 Total) (14 Total) (11 Total) (15 Total)

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Spinach Alfredo Pizza — Pizza de Espinaca

Equipo necesitado:

Abrigo plástico Marcador

Espátula Cortador verde

Colador

Vida útil 24 horas

Ingredientes: 1 bolso de salsa de Alfredo (5.5 libras.)

Una caja de espinaca deshelada. (3 libras)

Descripción: Pedazos verde intenso uniformemente distribuidos de espinaca en la salsa de Alfredo que es color crema y un poco espeso. Con ninguna evidencia de pérdida de humedad, formando una costar, amarilleándose de la salsa.

Pasos:

1. Compruebe la estructura de la preparación para planear el número de las hornadas que se prepararán.
2. Coloque la espinaca en el colador y prensa para quitar toda la ligeramente la humedad excesiva. Drene la espinaca por 5 minutos. Si la espinaca no se drenada completamente la salsa de Alfredo se vuelve verde más que blanco con los pedazos verdes de la espinaca.
3. Coloque la salsa en un envase limpio.
4. Coloque la espinaca drenada en la salsa de Alfredo y mézclese con la espátula hasta que está distribuido uniformemente, raspando los lados y las esquinas del envase.
5. Coloque la tapa en el envase y ponga una tira de cinta que enmascara en el envase. Escriba el día, el tiempo incluyendo AM/PM, sus iniciales y el tipo de salsa en la cinta de enmascarar.
6. Almacene en el refrigerador o en la mesa de cocinar usando el sistema FIFO =primero en entrar, primero en salir.

COCINAR LA PIZZA DE ESPINACA

1. Elija el tamaño apropiado estirado alrededor de la masa. Refiérase a la carta de los ingredientes de la pizza especialices, para la cantidad de salsa y de queso.
2. Eche la cantidad apropiada de salsa en centro de la pizza. Utilice el fondo de la cuchara para separar la salsa en un movimiento espiral a 1 " del borde de la masa de la pizza. Agregue la cantidad apropiada de queso sobre la salsa.
3. No ponga ningún ingrediente en la pizza de Espinaca para el buffet.
4. Para la petición de una especial o de las pizzas de Espinaca para Llevar solicita los ingredientes, remate justo como una pizza redonda.
5. Ponga el frente del producto nivel con la entrada del horno. Cocine una vez a través del horno.

TAMAÑO SALSA QUESO

7" Sc 2 oz 1½ oz

12" Mc 3 oz 2 oz

15" Lc 5 oz 4 oz

CORTE DE LA PIZZA DE ESPINACA

1. Si corta la pizza en el disco, quite la pizza y el disco con la cacerola apropiada de la porción del tamaño.
2. Corte con un cortador verde en una charola grande, pizza debe ser servido en un disco caliente.

CORTES

Buffet 5

Para Llevar

S2

M3

L5

Abreviación:

SPIN

!ATENCIÓN!

☐ LA SALSA DE ALFREDO CONTIENE MSG!

☐ EL COLOR VERDE INTENSO DE LA ESPINACA SE DESCOLORA CON LA EDAD Y EL TIEMPO!

☐ SI LA SALSA DE ESPINACA SE VUELVE VERDE ES PORQUE TIENE MAS DE 24 HORAS DE SER ECHA.

☐ SI LA SALSA DE ESPINACA SE VUELVE VERDE DESPUÉS DE PREPARAR ES PORQUE LA ESPINACA NO FUE EXPRIMIDA BIEN.



Tomato Alfredo Pizza --- Pizza de Alfredo con Tomate

Equipo necesitado:

Cortador rojo de la bolsa

Cortador de la pizza

Cucharón de 2 oz

Cucharón de 3 oz con hoyitos

Coladera

Cote ladera

Vida útil

Salsa de Alfredo: 14 días después de recibir (debe ser refrigerado) 24 horas una vez abierta

Tomates picados: 30 días de recibir, 7 una ves abierta

Descripción: Color crema y espeso sin separación y sin evidencia de pérdida de humedad o formando de costra o amarillear de la salsa.

Pasos:

1. Corte una esquina de la bolsa y exprima la salsa en un envase.
2. Utilice un cortador de bolsa para sacar toda la salsa de la bolsa.
3. Eche los tomates en una coladera y saque el agua 60 segundos y colóquelos en la mesa de cocinar.

¡ATENCIÓN!

☐ LA SALSA DE ALFREDO CONTIENE MSG!

☐ SI LA SALSA SE A SEPARADO O TIENE BOLAS, MEZCLE LA SALSA EN LA BOLSA CON SUS MANOS HASTA QUE LA SALSA SEA CONSISTENTE.

☐ SI LA PIZZA SE RESECA ANTES DE 25 MINUTOS EN EL BUFFET ES PORQUE NO SE LO ECHO SUFICIENTE SALSA O QUESO!

☐ SI LA SALSA SE VUELVE ROJA ES PORQUE LOS TOMATES NO FUERON ESCURRIDOS BIEN!

AL COCINAR LA PIZZA DE ALFREDO CON TOMATE

1. Escoja el tamaño de la masa apropiado para estirar y refiera a la carta del los ingredientes de la pizzas especiales para la cantidad de salsa y de queso.
2. Agregue la cantidad apropiada de salsa en el centro de la pizza. Utilice el fondo de la cuchara para separar la salsa en un movimiento espiral a 1 " del borde de la masa de la pizza. Coloque la cantidad apropiada de queso encima de la salsa.
3. Échele la cantidad correcta de queso
4. Échele la cantidad correcta de tomates con un cucharón con hoyitos de 3 oz
5. Échele Parm/Orégano por 3 segundos
6. Ponga el frente del de la pizza con el exterior de la entrada del horno. Cocine una vez a través del horno

Tamaño SALSA DE QUESO TOMATE
ALFREDO

7" Sc 1 oz ¾ oz 1 oz

12" Mc 2 oz 1 1/4 oz 3 oz

15" Lc 4 oz 2 ¾ oz 6 oz

Al CORTAR

1. Si corta la pizza en el disco, quite la pizza y el disco del horno con una charola apropiada de la porción del tamaño.
2. Si corta en una cacerola gigante, quite la pizza sobre la cacerola gigante.
3. Corte la pizza de Alfredo con un cortador verde de pizza. La pizza se debe servir en un disco caliente.

Abreviación

TOM



Vegetable Pizza — Pizza de Vegetal

Equipo necesitado:

Cortador del bolso

Cortador verde

Cuchara de 2 onzas.

Coctelera

Colandero

Vida útil

Salsa Zesty- 14 días después de recibir (debe ser refrigerado) 48 horas una vez abiertas

Tomates Cortados- 30 días después de recibir (debe ser refrigerado) 7 horas una vez abiertas

Descripción: Color crema y poco grueso y sin evidencia separación o terrones, y ninguna evidencia de la pérdida de humedad, formando una costra o amarilleando de la salsa.

Pasos:

1. Corte una esquina de la bolsa y vierta la salsa zesty en un envase.
2. Utilice un cortador del bolso para exprimir toda la salsa del bolso.
3. Drene los tomates conservados por 60 segundos en un colandero antes de ponerlos en la tabla de cocinar.

¡ATENCIÓN!

☐ LA SALSA ZESTY CONTIENE MSG!

☐ SI LA SALSA HA SEPARADO O TIENE TERRONES, AMASE EL BOLSO A MANO HASTA QUE LA SALSA ESTE CONSISTENCIA.

☐ SI LA PIZZA SALE MUY AGUADA ES PORQUE SE LE ECHO DEMASIADA SALSA!

☐ SI LA PIZZA SE RESECA ANTES DE 25 MINUTOS ES PORQUE NO SE LE ECHÉ SUFICIENTE SALSA O QUESO!

COCINAR LA PIZZA VEGETAL

1. Escoja el tamaño de la masa apropiado para estirar.
2. Eche la salsa apropiada de cantidad en el centro de la pizza. Utilice el fondo de la cuchara para regar la salsa en un movimiento espiral a 1 " del borde de la pizza.
3. Coloque la cantidad apropiada de queso del Cheddar sobre la salsa.
4. Ponga la cantidad apropiada de ingredientes sobre la salsa y el queso.
5. Échele del parm/orégano por 3 segundos
6. Ponga el frente del nivel con la entrada del horno. Cocine una vez a través del horno.

TAMAÑO SALSA ZESTY QUESO CHEDDAR HONGO CEBOLLA CHILE VERDE TOMATES

7" Sc 1 oz ½ oz ¼ oz ¼ oz ¼ oz ½ oz

12" Mc 2 oz 1 oz 1 ¼ oz 1 ¼ oz 1 ¼ oz 2 ½ oz

15" Lc 4 oz 2 oz 2 oz 2 oz 2 oz 3 oz

AL CORTAR LA PIZZA

1. Si corta la pizza en un disco, quite la pizza y el disco del horno con la cacerola apropiada de la porción del tamaño.

2. Si corta en la cacerola gigante, quite la pizza sobre la cacerola gigante
3. Corte con un cortador verde, pizza debe ser servida en un disco caliente.

CORTES

Buffet 5

Para llevar

S2

M3

L5

Abreviación

VEG



Weight Watchers Friendly Pizza — Pizza de Baja Caloría

Herramientas:

- Bascula de Onzas
- Prensa de Masa
- Plato hondo para pesar
- Docker
- Disco de 12"

Como se Prepara

1. Estire una masa de 7 oz. en un disco de mediano y raspe 3 veces.
2. Eche la cantidad correcta de salsa de pizza, dejando un borde de 1" sin salsa.
3. Pese la cantidad correcta de queso yéchelo uniformemente sobre la salsa.
4. Pese la cantidad correcta de ingredientes yéchelo uniformemente sobre el queso.
5. Ponga en el horno con el frente del producto nivel con la entrada del horno.

Chile Olivo

Masa Salsa Queso Hongos Cebolla Tomate

Verde Negro

7 oz 4 oz 1.5 oz 1 oz 1 oz 1 oz 1 oz 2 oz

Cada rebanada es 1 Punto de Weight Watchers

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Zesty Ham and Cheddar Pizza ---- Zesty Jamón y Cheddar

Equipo necesitado:

Cortador del bolso

Cortador verde

Cuchara de 2 onzas

Vida útil

Zesty Salsa: 14 días después de recibir (debe ser refrigerado) 24 horas una vez abiertas

Descripción: Color crema, poco grueso y sin evidencia de separación o terrones, y ninguna evidencia de la pérdida de humedad, formando una costra o amarilleando de la salsa.

Pasos:

1. Corte una esquina de la bolsa y vierta la salsa zesty en un envase.
2. Utilice un cortador del bolso para exprimir toda la salsa del bolso.

¡ATENCIÓN!

- ☐ NINGUNA AGUA NECESITA AGREGAR A LA SALSA EMPAQUETADA
- ☐ SI LA SALSA HA SEPARADO O TIENE TERRONES, AMASE EL BOLSO A MANO HASTA QUE LA SALSA ESTE CONSISTENCIA
- ☐ ASEGURE QUE LOS PROCEDIMIENTOS APROPIADOS DE DOCKING SEAN SEGUIDOS Y SUSTITUYA EL DOCKER TANTO COMO SEA NECESITADO.

AL COCINAR

1. Escoja el tamaño apropiado de masa para estirar.
2. Vierta la cantidad apropiada de salsa en el centro de la pizza. Utilice el fondo de la cuchara para regar la salsa en un movimiento espiral a 1 " del borde de la pizza.
3. Coloque la cantidad apropiada de queso de la mozzarella sobre la salsa.
4. Coloque la cantidad apropiada de queso del Cheddar encima del queso de mozzarella.
5. Ponga la cantidad apropiada de jamón sobre la pizza.
6. Ponga el frente del producto alimenticio con el exterior de la entrada del horno. Cocine una vez a través del horno.

TAMAÑO SALSA DE PARMESAN- RANCH QUESO MOZZ. CHEDDAR JAMÓN

7" Sc 1 oz ½ oz ½ oz ¾ oz

12" Mc 2 oz 1 oz ½ oz 1 oz

15" Lc 4 oz 2 oz 1½ oz 2 ¾ oz

1. Si corta en el disco, quite la pizza y le disco del horno con la cacerola apropiada de la porción del tamaño.
2. Si corta en la cacerola gigante, quite la pizza sobre la cacerola gigante.
3. Corte con un cortador verde, pizza debe ser servido en un disco caliente.

CORTES

Buffet 5

Para llevar

S2

M3

L5

Abreviación

HC

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Zesty Pepperoni Pizza — Pizza de Zesty Pepperoni

Equipo necesitado:

Cortador del bolso

Cortador verde

Cucharón de 2 onzas

Vida útil: 14 días después de recibir (debe ser refrigerado)/ 24 horas una vez abiertas

Descripción: Color crema y grueso y sin evidencia de separación de las salsa o terrones, y ninguna evidencia de la pérdida de humedad, formando una costra o amarilleando de la salsa.

Pasos:

1. Corte una esquina de la bolsa y vierta la salsa zesty en un envase.
2. Utilice un cortador del bolso para exprimir toda la salsa del bolso.

¡ATENCIÓN!

- ☐ NINGUNA AGUA NECESITA AGREGAR A LA SALSA EMPAQUETADA
- ☐ SI LA SALSA HA SEPARADO O TIENE TERRONES, AMASE EL BOLSO A MANO HASTA QUE LA SALSA ESTE CONSISTENCIA
- ☐ ASEGURE QUE LOS PROCEDIMIENTOS APROPIADOS DE DOCKING SEAN SEGUIDOS Y SUSTITUYA EL DOCKER TANTO COMO SEA NECESITADO.

AL COCINAR

1. Escoja el tamaño apropiado de masa para estirar.
2. Vierta la cantidad apropiada de salsa en el centro de la pizza. Utilice el fondo de la cuchara para regar la salsa en un movimiento espiral a 1 " del borde de la pizza.
3. Coloque la cantidad apropiada de queso de la mozzarella sobre la salsa.
4. Ponga la cantidad apropiada de jamón sobre la pizza.
5. Ponga el frente del producto alimenticio con el exterior de la entrada del horno. Cocine una vez a través del horno.

TAMAÑO SALSA DE PARMESAN RANCH QUESO PEPPERONI

7" Sc 1 oz ¾ oz 9

12" Mc 2 oz 1 ¼ oz 22

15" Lc 4 oz 2 ¾ oz 36

AL CORTAR LA PIZZA

1. Si corta la pizza en un disco, quite la pizza con el disco del horno con la cacerola apropiada de la porción del tamaño.
2. Si corta en la cacerola gigante, quite la pizza sobre la cacerola gigante.
3. Corte con un cortador verde, pizza debe ser servido en un disco caliente.

CORTES

Buffet 5

Para Llevar

S2

M3

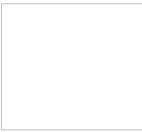
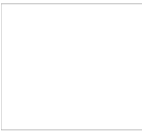
L5

Abreviación

ZP

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Buffet Consolidation

Buffet consolidation is a tool designed to help maintain a full, quality buffet. Buffet consolidation should be used when pizza volume dictates so that a quality pizza of one slice does not have to be kept on the buffet when a full fresh hot pizza is available. Consolidation makes it essential that you manage the buffet slice-by-slice, not pizza-by-pizza.

During high sales volume, consolidation allows for a fuller buffet with greater variety, reducing special requests and reducing holes in the buffet.

During lower sales volume, consolidation eliminates exposure to a buffet of only one or two slices.

During all sales volumes, consolidation increases quality, improves the guest perception of the fullness of the buffet, reduces waste and moves the freshest pizzas to the buffet versus the staging warmer.

MANAGING BUFFET CONSOLIDATION

Pizzas on the buffet with 3 or less slices are considered a hole and should be consolidated or removed.

Do not consolidate a pizza more than once

Pizzas on staging warmers should not remain on the staging warmers for more than 5-minutes.

Red Sauce Round and Deep Dish Pizzas

- Red sauce meats with red sauce meats
- Red sauce cheese with all red sauce pizzas
- BBQ with red sauce meat pizzas
- Buffalo Chicken with red sauce meat pizzas
- Italiano Pizzas may be consolidated with other Italiano Pizzas, with 4 slices or less, do not stack
- Ole may not be consolidated

White Sauce Round and Deep Dish Pizzas

- White sauce meats with white sauce meats
- White sauce veggie with white sauce veggie
- Alfredo with all white sauce
- Mac n Cheese with any white sauce pizza
- Cheeseburger with any white sauce pizza
- Philly with any white sauce pizza
- Bacon Cheddar with Bacon Cheddar

*Do Not consolidate pizzas on the 2nd buffet

Garlic Bread and Flip

- Garlic Bread may be consolidated, do not stack
- Flip may be consolidated, do not stack

Desserts

- Round desserts with round desserts
- Brownies can be consolidated when you get to a 1/2 pan, follow brownie consolidation procedures
- Cinnamon rolls can be consolidated, when the pan has 4 cinnamon rolls or less, do not stack

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Buffet Quality

Maintaining good quality on the buffet is a matter of insuring that proper procedures are followed, time standards maintained and good decision-making regarding the timing and amounts of products cooked. The use of medium pizzas as the standard size buffet pizza will help maintain that constant quality. These are some of the important decisions that you as a CiCi's Manager need to weigh carefully.

To begin managing quality on your buffet you should again use the concept of following the pizza as it enters the display kitchen from stretch to the buffet. Instead of strictly monitoring amounts, you as the manager are monitoring all production standards and procedures.

- Stretch Procedures - At stretch you will insure the dough is set out for the proper time before pressing, the dough press, stretch, and docking procedures are correct.
- Sauce/Cheese Procedures - At sauce and cheese you will insure that the sauce and cheese are being measured correctly and also being applied to the pizzas correctly, making sure that there is a 1 inch crust once sauce and cheese are placed on the dough.
- Cook Procedures - Topping amounts, scales, and spread are maintained at cook along with oven placement standards.
- Cut Procedures - Number of cuts, pizzas cut all the way through, amounts of seasoning, sizes of cuts
- FIFO – With FIFO, it is important to make sure that all products are being rotated in all areas of the restaurant. Make sure that oldest product is used first all the time.
- Quality of Products on the Buffet – Make sure that all procedures are being followed, shelf life of all product once it is removed from the oven, consolidation is being performed properly and the buffet is being maintained at all times with rapid replacement, fronting, buffet is being cleaned.
- Pasta/Pasta Bar – Following shelf life, stirring of pasta, changing out of containers, water levels in pasta bar.
- Salad Bar Products/Dressings – Making sure that all products are full, salad bar is clean, and products are being rotated properly.

Visual Warning Signs of Out Dated Products

Round Pizzas – Cheese loses its smooth shiny sheen or glaze.

Deep Dish – Pizza sauce loses moisture and appears as a dark paste rather than a bright red sauce. Dried out cheese or toppings and hardening of the crust are more advanced signs of outdated deep-dish pizzas.

Cinnamon Rolls, Garlic Bread – Loss of elasticity (sogginess) or excessive hardening of the dough. Use tongs to estimate for loss of elasticity and hardness.

Pasta – Drying noodles, appearance of darkened color on portion of the noodles, or excessive mushiness and breaking apart.

Pasta Sauce – Evident burning of sauces to side of pan. (Browning or Blackening).

Spinach Alfredo – Bright green color of spinach will fade brown.

Apple/Bavarian – Tips curl, dryness is apparent.

Proper Temperature of Products

All Buffet warmers and staging warmers should be set at 150° this will maintain the required temperature of products on the buffet at 135°.



Driving A Great Buffet

One Minute On, One Minute Off is used as the basic guide to executing The Guests First Road Map. One Minute On, One Minute Off means that as you are executing the shift from the Guests First Intersection, you are there for one minute coaching, praising and directing your team, interacting with guests, and Controlling the quality and fullness of the buffet. You then leave and drive down one of the 8 roads making impact for one minute, you then return to the Guests First Intersection for one minute. This is also called 1 On, 1 Off.

The main focus of a manager should be PEOPLE and PIZZA. Take care of all the people in your restaurant, Guests and Team Members. Impact Points should be executed, as the buffet is 100%, beginning from the Guests First Intersection. Use the Impact Points in the 'Using the Road Map to Execute Guests First' page to guide awareness as managers execute as designed.

The objectives of effective Buffet and Carry Out Management are to:

1. Coordinate carry out times (carry out times communicated and kept) with buffet so both run smoothly
2. Keep the buffet Fresh, Hot, and Full at all times
3. Keep a variety of products (AB Rotation Chart) on the buffet at all times
4. Keep the buffet area clean at all times
5. Enthusiastically interact with the guests at all times
6. Monitor carry out at all times

Running The Buffet

1. The buffet should be full ALL YEAR ROUND - Every Day!
2. The buffet should not close any sooner than 30 minutes prior to the posted closing time.
3. FRESH, FRESH, FRESH!!! The ONLY WAY to build sales is by keeping fresh, hot products on the buffet at ALL TIMES!!! Enforce the 25- minute rule, rotate (FIFO), and watch the number of staged pizzas.
4. Staged pizzas should be on the staging warmer for no more than 5-minutes. You may lose a guest for good if your buffet is not as fresh as it is during your busiest times. The 25-minute rule is the shelf life of food product on the buffet. The shelf life, for all cooked products, begins when the product leaves the oven.
5. To avoid waste as buffet product nears its shelf life you should, Suggestively sell product nearing the end of its shelf life, walk pizza around the dining room and offer it to guests.
6. CONSTANTLY DRIVE THE GUESTS FIRST ROAD MAP!!! It must be executed from opening to closing of the buffet. This is done by continuously flowing from the Guests First Intersection to the Impact Points of the restaurant, utilizing One Minute on, One Minute Off. Remember, it's "One and One."
7. The 30-minute rule is the shelf life of dough once stretched. Don't overstretch! All dough once stretched has a 30-minute shelf life.

8. Clean your buffet warmers and sneezeguards one warmer at a time when no one is at the buffet. Place products on staging warmers while cleaning - never place products on top of the warmer.

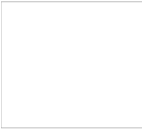
9. Make staffing changes necessary to assure completion of the mid afternoon checklist.

The last guest should receive the same CiCi's Experience which includes, the highest quality product, as the first guest did.

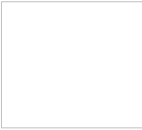
Closing the Buffet

1. Always keep fresh, hot products on the buffet. Remember, the last guest is as important as the first guest, and is entitled to the same high quality and selection.
2. The buffet should never be closed sooner than 30 minutes prior to the posted closing time.
3. Keep your second buffet up as long as your first buffet is up.
4. Keep your buffet up after buffet hours if your restaurant has enough guests to keep product hot & fresh.
5. It is more efficient to keep a buffet up than to make individual pizzas and the guests get a variety of fresh hot products.

Fifteen minutes after the last buffet guest has paid, ask each buffet guest if they would take the next five minutes to serve themselves anything else from the buffet. Let them know that you will be happy to make them anything they want once the buffet is broken down.



Hours of Operation



To provide consistent expectations for our guests, all CiCi's restaurants must adhere to the hours of operation and buffet hours in this policy. The Vice President of Brand Excellence must approve any variation to these hours in writing. A certified manager must be on duty during hours of operation.

Restaurant Hours of Operation
Days Open Time Closing Time
Saturday - Thursday 11:00 am 10:00 pm
Friday 11:00 am 11:00 pm

Restaurant Hours of Operation must be posted on the front doors or windows in full view of the guests. It should be clean, in good repair and legible.

Buffet Hours of Operation
The buffet should not close any sooner than 30 minutes prior to the close of the restaurant. The salad bar should not close until the close of the restaurant.

Days of Closing
The only days that a CiCi's Pizza Restaurant may close are Thanksgiving Day and Christmas Day. We suggest closing at 5:00 pm on Christmas Eve.

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Keys To Successfully Stocking Your Buffet

1. Rapidly replace pizzas as they are used up on the buffet.
2. Front pizzas quickly and consistently.
3. Keep Buffets Clean at all times.
4. Communication with Guest.

Opening the Buffet

The salad bar, pasta bar and garlic bread should be ready for service at 11:00am. All the pizza buffet warmers must be turned on and ready for pizza and dessert by 10:45am.

Begin cooking pizzas and desserts immediately as your first guest enters the restaurant. (By 11:15am, the minimum standard amount of pizzas to open with is 8 full pizzas plus a deep dish and desserts. By no later than 11:30am, 12 pizzas must be on the buffet. These pizzas may be built as ½ and ½ pizzas, then split into two halves and served separately on the buffet.)

Order in Oven

Begin the cooking process in this order. It simply follows the flow of the guest at the buffet.

First – Place pasta and garlic bread in the oven.

Second – Put deep-dish in for the 1st pass.

Third – Put appropriate number of pizzas in the oven, four pizzas for ½ and ½'s, and eight for whole pizzas.

Fourth – Place desserts in the oven. These are the last items, as the guests will eat pizza, pasta, and salads before eating deserts. This will help with shelf life concerns.

If you begin your buffet with ½ and ½ pizzas, move to whole pizzas as volume increases. Continue to follow the rotation chart for variety. As volume dictates, i.e. in the mid-day you may move to the off-peak set up and use the 1/2 and 1/2 pizza rotation chart. Return to whole pizzas and the peak buffet set up as volume increases and before the peak dinner rush.

Off Peak Buffet

To provide our guests with consistently great quality on our buffet, restaurants may, during off peak hours operate with 9 pizza slots verses 12. During off-peak that will allow 4 ½ and ½ pizzas plus a deep-dish or 8 whole pizzas plus deep-dish. Garlic bread, Pasta and Desserts must remain on the buffet. 10 Pizzas on the buffet is greater quality than 9 pizzas on the buffet and 1 on the staging warmer!

Peak hours are defined as:

11:30am to 1:30pm

5:00 pm to 8:00pm

The standard for peak hours is to run 12 pizzas plus Garlic bread, Pasta and Desserts.

During the off-peak buffet there should be absolutely no pizzas on the staging warmers.

Place pizzas directly on the buffet.

Production

Making sure that your restaurant is set up and ready for guest flow is important. The production of all products from prep to the buffet will insure that you are maintaining a full, fresh buffet with the proper variety for your guests.

- Proper Prep to Build Amounts – At prep you assess that recipes are being followed, water temperatures are correct, weights are correct and, labeling of product is being done properly. Make

sure you adhering to the Prep to Build chart, and there is enough prepped product for expected business flow.

- Dough Warming Procedures and Amount – Make sure that dough is being pulled from the walk-in to coincide with the expected business flow. Dough must sit out 10 - 45 minutes prior to stretching.
- Amount of Stretched Pizzas – Make sure the dough that is stretched does not exceed its shelf life. Make sure that dough stretched coincides with expected business flow. If carry out dough has not been pulled for the 10-minutes make sure that proper stretch procedures are being followed.
- Amount of Sauced/Cheesed Pizzas – Make sure that racks being sauced and cheesed are for expected business flow.
- Amount of Topped Pizzas – Have your cook only top pizzas for expected flow of business. Make sure that the Rotation Chart is being used to maintain the variety on your buffet. Do not top pizzas and store them in your walk-in this will negatively impact the quality of the product.
- Production Chart Followed - Make sure you are filling out and adhering to your production chart every shift. This will save not only money on the utility bill, but it will improve the quality of products being used for the buffet, and lower waste.

You should be driving Production as you leave The Guests First Intersection and travel to and from Pizza Parkway, Q Circle, and Backstage Blvd.

Maintaining the Full Buffet

Making the right calls at the correct time is a skill learned by experience while running the buffet at a variety of volumes. However, there are several guidelines that can help you make better decisions and keep your buffet fresh, hot, and full at all times.

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- Parking Lot Awareness – Stay aware of the guest flow in the parking lot and entering the front door. See the guests from the parking lot into the restaurant. Pay special attention to any large parties or carry out orders.
- Proper Amount of Product in the Oven – Manage your oven flow using the line production. Do not overfill your oven.
- Proper Amount of Product on Buffet – Oven management and managing the amount of pizzas on your staging warmers will help you to maintain your buffet.
- Staging Warmer Managed Properly – Avoid having too many pizzas on your staging warmers, use consolidation when necessary to maintain a quality buffet. Pizzas should never remain on the staging warmers for more than 5-minutes.
- Salad Bar Items – Keep your salad bar full and clean, make sure your salad back ups are stocked to avoid running back and forth to the walk-in.
- Pasta/Pasta Bar – Use your business flow to maintain your pasta, slower business will call for less pasta.

You should be driving Full when you are at The Guests First Intersection, and as you are traveling to and from Main Street, Pizza Parkway, Loyalty Loop 1 & 2, Backstage Blvd., Welcome Way, Gameroom Run, and Q Circle

It is very easy to remember this if you simply follow the dough ball as it enters the display kitchen from stretch to the buffet. Simply consider the amounts at this point along the pizza's path from stretch to cook to oven to staging to buffet. Then ask yourself what is the expected flow of business for the next 30-minutes.

Ratios

When guests enter the restaurant, use these guidelines for the amount of products needed in the oven.

Round Pizzas – Approximately 1 medium for every 2 guests.

Deep Dish – Approximately 1 medium for 5 guests, 1 large for 8 guests.

Garlic Bread – Approximately 1 medium for 12 guests, 1 large for 25 guests

Desserts – Approximately 1 medium for 5 guests, 1 large for 8 guests.

You Must Also Consider the Following Factors:

1. The number of guests in the dining room or standing in line.
2. The time of day (peak or non-peak hours).
3. The day of the week (early week vs. weekend).
4. Special events occurring in the area (festivals, sporting events, conventions, etc.).
5. Expected large parties.
6. Expected amounts of carry out business.

Variety

Once a buffet is full of picture perfect pizzas the guest's next expectation is for a great variety of pizzas. Variety

is compromised whenever the buffet is not full. To insure variety on the buffet, manage adherence to the standard buffet rotation chart as stated in the Guests First Road Map. Mediums are the buffet standard.

• Rotation Chart used properly - Proper rotation of pizzas being placed in the oven is accomplished by utilizing the Buffet Rotation Chart. Pepperoni must always be available on the buffet at all times. Make sure

that you are communicating your managers special and it is being followed.

• Deep Dish available and rotated – Deep dish must always be on the buffet, in the fifth pizza slot. Adhere

to the rotation chart when making the deep dish pizza, so it is continuously rotated.

- FIFO - As pizzas are placed on the staging warmer, make sure they are being placed on the buffet First in

First out. Deep dish pizzas should never be placed on the staging warmer.

- Proper Consolidation Procedures - By adhering to consolidation procedures you are increasing variety

and you limit the time products stay on the staging warmer.

- Pepperoni Pizza Always Available - Pepperoni is America's favorite pizza, so we must keep it on the buffet

all day, every day.

- Manager Special Communicated - Every shift communicate the managers special to your team, insure

that it is always in the rotation. The most popular or most requested pizza is a good choice to being the managers special.

Oven Management

Proper management of ovens is vital to maintaining the highest quality product on the buffet.

- Managers, not team members, should make calls for pizzas and other buffet items.

Only managers have

the ownership to maintain both the quality and fullness standards of our buffet.

- Proper oven placement determines proper cooking of any product and therefore is very important.

- Oven organization is also helpful. Always maintain one outside oven lane next to a loading window for deep

dish, and desserts that need to be placed back flush or at the ½ way point.

- All carryout pizza should be placed, but not limited to, the bottom oven to maintain organization and make it

easier for a busy cutter to distinguish between buffet and carry out pizzas. A black olive should be placed on

the crust of all carry out pizzas to help distinguish from buffet pizzas.



Line Method Of Production

When calling pizzas we use a method called line production. This allows a manager to call a steady flow of pizzas that a cook will load until the manager either raises or lowers the level of production. This is essential for the manager to be able to impact the entire restaurant. For example the manager can call for 1 line of pizzas, and the cook will continue this line while the manager is traveling thru the Guests First Intersection to the Impact points.

To Make Effective Line Calls

You have to understand your restaurants business flow. To do this effectively:

- Use your windows. This means to see the parking lot. If you see guests parking and immediately make a line call, you are ahead of the game! By the time those guests get to the buffet, pizzas should be exiting the oven! The average time for guests to get to the buffet after parking is 4 minutes.

- Current line at the door. The average time for a guest to get to the buffet once they are greeted at the register is 2 minutes.

- Current volume in the dining room. Depending on the guest count in your restaurant and the time that they have there, you will need to adjust your line calls.

- Staging warmers. You will need to know how many pizzas are currently staged.

Remember pizzas

can only stay on the staging warmer for 5 minutes!

- Current buffet condition. If your buffet is not 100% or you have pizzas that are not ½ full, you will need to add to your line call to get the buffet 100% as soon as possible.

When calling pizzas it is important to remember that the lanes closest to the window should be left open to allow for deep dish, desserts, and Rustic to be placed. Following is a list of several common modifications to line production.

It is also important to remember that there should always be a pizza in the oven to maintain the 25 minute rule and our quality expectations.

One-line: This refers to the manager calling for one line of pizzas. In this case the cook will load one consecutive line of pizzas with a 1" gap between each pizza. Depending on business flow the manager may change the call to go to 2, 3, or 4 lines.

Half-line: This refers to the manager calling for a half-line. In this case the cook will have one pizza exiting the oven, one pizza in the middle of the oven, and one pizza entering the oven. This may be used if there isn't enough business flow to call a full line.

One in-One out: This refers to the manager calling for one pizza to go in as one is exiting. In this case the cook will load a new pizza as soon as one has exited the oven. This is typically used when there is very little flow of business. It is often used in the mid afternoon with half pizzas to insure two new half pizzas are hitting the buffet every five minutes.

Boosters: In this case the cook will load a one-time boost of 1, 2, 3, or 4 boosts. For example, if one line

is flowing the manager may boost the line. The cook will load the boost while continuing the line.

It is important to remember that lines are for business flow only. For instance, one line has been

keeping up with the business flow and all of sudden the line at the register doubles.

Boosters will be

required to keep the buffet healthy. If the same business flow continues a second line

may be added. If not,

continue to run one line.

- You may also communicate to the cook to put a certain size gap between each pizza to control flow. For

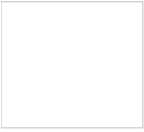
example, 4 inches, 6 inches etc.

- Remember the ultimate goal of calling the buffet is to have the pizza on the buffet as soon as it exits the

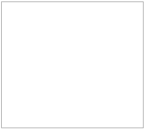
oven without having any holes.

This will be accomplished if the manager is paying very close attention to his business flow beginning in the

parking lot. As well as adjusting his calls every 60 seconds when returning to the buffet if need be.



Awnings



General Information

The level of cleanliness maintained in the restaurant shows the level at which all standards are being executed. Refer to the Operational Evaluation in the Forms section of the manual for all cleanliness standards. This guide will tell about the basic daily care for your restaurant equipment. It is not meant to replace owner's manuals or recommended maintenance procedures, but to use as an outline guide in conjunction with those resources.

Be sure to save all your original equipment documentation so you can give model number information to service personnel. If you experience equipment failure, and you cannot get a timely service response, call your BEM or JMC.

Awnings

Stores Open Longer than Three Months

1. Deep cleaning with sealer applied (purchased through awning supply company).
2. General cleaning using Simple Green (purchased at any Wal-Mart or K-Mart) every 6-weeks.

Stores Open Three Months or Less

1. General cleaning using Simple Green every 6-weeks.
2. Deep cleaning with sealer applied at the end of each quarter.

Supplies Needed

1. Ladder or scaffold system.
2. Soft non-abrasive pad.
3. Standard construction drywall sponge.
4. Soft non-lint producing cotton cloth.
5. Swivel head pole holder and a lightweight rigid extendable pole.
6. 2-5 gallon industrial plastic buckets.

Water Source

1. Water source must not exceed 40psi.
2. Hose bib at the site if climate allows.
3. Portable equipment may be used. Controls must be set to ensure that the temperature never goes above 70°.
4. Do not use power washers.

Cleaning Preparation

1. Awning lighting is turned on for initial inspection and identification of cleaning and repair tasks. (Turn off all electrical during cleaning process.)
2. Ensure no vehicles will be affected by water of chemical run off.

Surface Cleaning Procedures

1. Prepare general cleaning solution per the manufacturer's recommendations for soiled cleaning applications.
 - a. For deep cleaning prepare deep cleaning solution per manufacturer's recommendation.
2. Thoroughly rinse entire awning with clean water.
3. Apply the solution to an area approximately 10 linear feet using a saturated non-

abrasive cleaning pad,
sponge, cloth or mop. Do not wring out. Work the solution from the bottom to top and keep the total area wet by lightly scrubbing for 5-10 minutes. Do not allow the surface to become dry, if necessary reduce the size of the area to be cleaned. Allow the solution to stand on the awning for only 10-15 minutes.

4. Rinse thoroughly before cleaner has dried by thoroughly rubbing the surface with the cleaning pad while spraying with a stream of running water.

5. Inspect the cleaned area for remaining dirt discoloration. Repeat the process if necessary.

6. Repeat steps 1-4 on adjacent areas until entire awning has been cleaned.

7. Prepare sealer and protectant solution at full strength per manufacturers recommendations.

8. Apply sealer and protectant generously with a hand pump sprayer and then polish in a gentle circular motion.

9. Clean all areas that may be affected by spraying runoff, i.e. windows, sidewalks, etc. Remove all protective coverings from landscaping etc. Remove all trash associated with awning cleaning process.



Clean and Sanitize

Cleaning

Cleaning and Sanitizing are two different concepts. The definition of Clean is "Free of Visible Soil" and

cleaning involves a two-step process:

1. Washing a surface or object with a detergent solution while applying pressure agitation.
2. Rinsing the surface or the object with hot, clean water.

Sanitizing

The definition of Sanitizing is the reduction of harmful bacteria to a safe level on a surface or object. This is

done by immersing an object in chemically treated water (75° – 120° degrees Fahrenheit) or wiping the surface

with a sanitized cloth treated with a chemical sanitizer.

1. Items must be cleaned (washed and rinsed) before being sanitized.
2. Proper Parts per Million (PPM) refers to the appropriate and safe level of chemical dilution, which will reduce harmful bacteria. 50 – 100 PPM for sanitizing buckets.
3. A 4-gallon bucket of water gets one capful of bleach.

Cleaning Buckets

1. Using a clean sanitized bucket fill the bucket with hot water (100° – 120° degrees Fahrenheit).
2. Measure out 1 ounce of bleach and 2 ounces of Power Foam and add to water.
3. Place clean white towels and green scrub pad into bucket and place in designated areas.
4. Cleaning buckets should be changed out as often as needed, at a minimum every 2 hours.

Sanitizing Buckets

1. Using a clean sanitized bucket fill the bucket with hot water (100° – 120° degrees Fahrenheit).
2. Measure out 1 ounce of bleach and add to water.
3. Place clean white towels into bucket and place in designated areas.
4. Sanitizing buckets should be replaced as often as needed, at a minimum every 2 hours.

Towel Maintenance

1. During the shift replace dirty towels with clean white towels as needed, at least every shift.
2. At end of night, place any dirty towels in dish sink with 5 gallons of hot water and 8 ounces of bleach.
3. In the morning, run towels through the dish machine. All unsoiled towels may be reused
4. All dirty towels should be placed in the linen bag provided by your linen company.

Biological Hazard

Biological hazards consist of microorganisms and their waste products, which can cause illness when

transmitted to people through food. They are derived from poor food handling and/or sanitation practices,

which may result in the growth of bacteria that can cause food-borne illness. The two most common causes of food borne illness are:

- Cross-contamination of food
- Food remaining in the danger zone (41° – 135°) too long

Contamination and Cross Contamination

1. Contamination is the presence of harmful substances in food, which can cause injury, illness or disease to

a person who eats or tastes it. The three types of contamination are:

- Physical Contamination
- Chemical Contamination
- Biological Contamination

2. Cross contamination is the transfer of harmful bacteria from one food to another by a non-food medium

(hands, utensils, surfaces, etc.), or directly from a raw food to a cooked food. To help avoid cross-

contamination (which leads to food-borne illnesses):

- Keep dishwater at proper temperatures and chemical strength.
- Ensure proper hand washing procedures. Moisten hands with water as hot as you can stand, at least 100°, lather hands with soap, rub together for at least 20 seconds, rinse thoroughly with water as hot as you can stand and dry your hands with air dryer or disposable single use paper towels.

Chemicals

It is extremely important that you follow the directions on the box or label of each chemical.

Adhere to the mixing and dilution directions posted by the manufacturer.

1. Power Foam Degreaser: Used for cleaning tables, counters, walls, ovens, high chairs, booster seats.
2. Glass Cleaner: Used for cleaning windows and oven hood.
3. Lemon Cleaner: Used for cleaning restrooms.
4. CiCi's Non-Caustic Oven Cleaner: Used for cleaning ovens.
5. CiCi's Silicoat Oven Coater: Used to coat and shine ovens.
6. Hand Soap: Used for hand sink stations for cleaning hands.
7. Phase I Dish Detergent: Used for dish machine, should not be used in any other area in the restaurant.
8. Phase I Rinse Additive: Used for dish machine, should not be used in any other area in the restaurant.
9. Phase I Sanitizer: Used for dish machine, should not be used in any other area in the restaurant.
10. De-Limer: Used in the dish machine.
11. One-Step Floor Cleaner: Used for tile floors to remove buildup and increase friction to reduce slips.

All chemicals in the restaurant must have an MSDS sheet in your MSDS book. This book must be accessible to all team members at all times.

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Back of House Equipment

Pasta Cooker

On a Daily Basis:

1. Flush tank with hot water when prep is done. Scrub the tank with red scotch brite pad and power foam, rinse and wipe with a damp towel.
2. Remove the plate in the tank that covers the probes and clean the probes VERY GENTLY.
3. Clean exterior of pasta cooker with power foam. (do not to spray directly onto electronics)
4. Detail clean and scrub inside and outside with red scotch brite pad and power foam weekly.

Preventative Maintenance

1. De-lime as necessary by boiling one quart of white vinegar in vat of water. Be sure to clean and rinse to remove all signs of vinegar. De-limeing is the process of breaking up and removing the hard water and calcium deposits from the inside of the machine.
2. Every six months or as needed, lubricate lift mechanism rods with silicone spray lubricant.
3. Blown elements are the most frequent cause of down time. Do not operate unit without water in the tank. Turn unit off before draining.
4. Make sure electric circuit boards do not get wet during cleaning.
5. Warranty is one-year parts and labor with five-year warranty on tank.

Dunnage and Bun Pan Racks

1. Keep free of debris and food scraps.
2. Clean with towel and power foam as needed. Sanitize after cleaning.

Preventative Maintenance

1. On a weekly basis (refer to Zone Cleaning) remove racks and clean and sanitize area behind and beneath racks.
2. Clean racks using red scotch brite pad and power foam to remove caked on food and sanitize.
3. Do not use abrasive wire brushes or steel wool to clean. This will scratch aluminum surface.
4. Lifetime warranty against corrosion and rust. Five-year warranty on workmanship.

Sinks

1. Wipe sinks, walls, and area under sink with power foam and damp towel. Rinse thoroughly.
2. Detail clean on a weekly basis (refer to Zone Cleaning) with power foam and red scotch brite pad.
3. Bleach and scrub if mold or build up occurs.

Preventative Maintenance

1. Check feet periodically for proper adjustment to support sink.
2. Check for secure attachment to wall with no gaps between sink and wall.
3. Warranty is one-year parts on all faucets and workmanship on sinks.

Walk-in

1. Clean walls, sweep and mop daily.
2. Detail clean weekly on the day before receiving JMC order.
3. Remove all products from shelves and clean beneath and behind them.
4. Use power foam, red scotch brite pad, and clean towel.
5. Be sure to dry completely before replacing product on shelves to avoid rust.
6. Clean gasket and door strips around door weekly with power foam and a damp towel.

Preventative Maintenance

1. Professionally clean roof compressor coils when you acid wash other refrigeration coils on the monthly cleaning chart.

2. At least once per year, remove everything from walk-in and turn unit off. Clean and sanitize all surfaces inside walk in including walls, ceiling, floors, fan and interior fan housing. Do not to bend fan fins.
3. Clean compressor coils and fan monthly using a clean, soft brush. DO NOT SPRAY WATER OR USE HARD BRUSHES. Turn unit off before cleaning.
4. Be sure unit is not icing. If so, check defrost timer and temperature settings. Never set temperature below 33°F.
5. Use door strips on your walk-in. During high temperature and humidity, they save big dollars on energy and waste due to food spoilage. Keep curtain strips in good repair. Check to make sure your automatic door closer is working properly.
6. Keep doors closed as much as possible. Do not allow anyone to prop the door open!
7. Warranty is one-year parts and labor. Five years on compressor. Ten years on foamed-in panels.

Dough Mixer

1. Wipe mixer, bowl, and cage with damp towel and power foam on a daily basis.
2. Detail clean weekly per the Zone Cleaning Charts using a green scrub pad and power foam. Do not spray power foam directly on electronics.
3. Clean under and behind mixer daily with deck brush.
4. Warranty is one year parts and labor.



Dishwashing

Items Needed:

1. Phase I Dish Detergent (red)
2. Dish Racks
3. Phase I Sanitizer (yellow)
4. Silverware Rack
5. Phase I Rinse Additive (blue)
6. Spatula and scrubbers
7. Container for pre-soaking utensils
8. Dish Soap

Before Using Dish Machine

1. Check chemical levels in containers during open, mid and close.
2. Test sanitizer level with test strips (50-100 PPM). Never operate machine without chemicals!
3. Make sure drain stopper is in place and fill the machine with water before use. Never operate the dish machine without water in it.
4. Water temperature should be 140°.
5. Never operate machine without catch screens (there are 2). Spray arms/nozzles will clog.
6. Clean sprayer arms during the mid and at close.
7. Set up dish sinks with 2 soap sinks for soaking and one open sink (closest to dish machine).

Procedures

1. Three times a day (open, mid and at close) run one cycle with 2 ounces of diluted power foam through the dishmachine to keep it clean and free of build up.
2. Presoak all utensils before washing.
3. Scrub or scrape dishes to remove heavy garbage.
4. Rack dishes with soiled side up and smaller pieces in front.
5. Spray to remove other sauce and debris.
6. Place cups and glasses in proper rack with open ends down.
7. Place utensils in rack with handles down. Do not crowd.
8. Wash in machine and let items air dry.
9. After washing, pick up utensils by handles only.

If the Dish Machine is not Working Properly

IF CHECK

Is on/off switch on?

Machine won't run or fill Is the plug in the wall outlet?

Is the circuit breaker on?

Is water temperature too low?

Sudsing too much

Too much soap in machine/sinks?

Is your drainpipe plugged?

Product tubes in correct product?

Greasy film or food on Are any containers empty?

dishes or spotty glasses Is product pick up tube pinched?

Are screens clean?

Is water temperature too low?

Silverware dirty Are you presoaking and racking correctly

Water drains too slowly Is the drain clogged?

Water won't stay in Is there a straw, utensil, or other piece of garbage stuck the machine under the drain stopper?

White film on glasses Is water softener working properly?

Spray arm clogs Remove sprayer arm, clean, and reinstall

You can't fix the problem Call 1-800-352-5326 (Ecolab)

IF DISHMACHINE IS NOT WORKING PROPERLY, SETUP YOUR 3
COMPARTMENT SINKS FOR WASH/RINSE/SANITIZE CLOSEST TO
DISHMACHINE AND AIRDRY ON RACKS!

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Equipment

Ovens

Clean exterior daily with power foam, red scotch-brite, and clean towel - DO NOT spray directly on electronics.

Preventative Maintenance

1. Clean ovens every 30 days per procedure in owner's manual.
2. Remove and clean back panel and motor air intakes when cleaning ovens with a soft paintbrush. DO NOT SPRAY WATER OR USE HARD BRUSHES. Turn unit off before cleaning.
3. Use silcoat oven cleaner (available through JMC) when ovens are cleaned to slow build up and make ovens easier to clean next time.

Heads Up!

1. Conveyor/fan motors, thermostat probes, and switches are the most common concerns.
2. If readout fluctuates or won't come to temp, use product coming through oven as guide to doneness. Call service tech during normal business hours to avoid expensive repair bills.
3. Be sure to reset finger configuration correctly when cleaning oven. Use Oven configuration chart, located in the Forms Sections.
4. Do not allow service agents to replace fingers.
5. Unplug electronics during power outage to avoid damage from power surge or use commercial grade surge protector.
6. Do not stretch or crimp gas line when moving ovens. Be sure restraining cable is set.
7. If power goes out, turn units off and open doors to avoid power surge and heat damage.
8. Warranty for Lincoln ovens is one-year parts and labor. Does not cover power surge, conveyor or high/low voltage problems.
9. Warranty for BOFI ovens is five year parts and labor. Ten year warranty on Main blades, conveyor shafts and bearings.

Oven Hood

1. Clean inside weekly with power foam. Be sure not to miss filters (if applicable).
2. Clean exterior daily with glass cleaner (which makes an excellent stainless steel polish) and a clean towel.

Preventative Maintenance

1. Professionally clean roof unit and flue per the monthly cleaning chart.
2. Recommend annual inspection for lubrication of fan motors. Be sure they are not running while maintenance is in progress.

Heads Up!

1. Fan motors are most frequent source of concern. Be sure they are clear of debris, especially leaves in the fall.
2. One-year parts and labor warranty on the hood, 2-year parts warranty on the fan.

Scales

1. "Zero out" scales to the weight of the container whenever you use a scale. Do this by placing the empty container you are using on the scale and then adjust the scale to zero.
2. Check scale Calibration before using:
 - For Ounce Scale: Place a roll of dimes on the scale - they should weigh 4 ounces.

- For Pound Scale: Place 2 rolls of quarter on the scale – they should weigh 1 pound.
- 3. If the roll does not weigh 4 ounces (for ounce scale) or 1 pound (for pound scale), the scale needs to be fixed or replaced. Contact the manufacturer for details.

Preventative Maintenance

Pick up scale by holding onto its base. Never pick it up by its weighing platform as the springs will break and give inaccurate readings.

Dough Press

1. Let platen cool down before cleaning. (warm to touch)
2. Using only mild soap and water to clean when needed to remove dough crust from platens.
3. After platens are dry, wipe the upper and lower platens with a lightly oiled cloth or paper towel.
4. Do not use abrasives to clean platens, they are covered with a non-stick coating that can be damaged.
5. Grease dough press on a quarterly basis.
6. Clean the outside of the machine using a towel and mild soap and water as well.



Small Equipment

Screens

1. When new screens arrive, wash in hot soapy water and immediately dry in the oven

Cleaning Pizza Screens

Clean pizza disks by scraping all the attached food particles off and running through the oven.

Storage of Screens

Pizza screens must be stored at the stretch table and under the buffet in a pizza rack.

Screens must be

placed in the pizza rack that is resting in the black bustub after being used on the buffet.

This prevents the

screens from warping and bending. DO NOT USE CHEESE BOXES TO STORE SCREENS!

Bread Boards

1. Handwash bread boards/italiano serving boards with hot soapy water. Do not use scrapers or abrasives to clean boards. Do not wash in dish machine.

Pans

1. Clean all pans and trays after every use. Do not reuse pans on the buffet.

Salad Bar

1. Check salad bar constantly for cleanliness at least every five minutes, using a napkin or a towel.
2. Clean dressings off of the ladles and front ladles so all dressings can be read by the guests in front of the salad bar.
3. Clean a 1/2" rim inside the top of each dressing container.
4. Clean all other crocks, condiments, or containers.
5. Wipe the entire area over the salad bar as well as the counters surrounding the salad bar.

Routine Maintenance

1. Check temperatures on salad bar and backup products (33°-40°).
2. Clean interior of salad bar insert daily with power foam followed by sanitizing solution.
3. Check to see that light bulbs are working, replace as needed.

Preventive Maintenance

1. Clean compressor coils and fan monthly with a clean, soft brush. DO NOT SPRAY WATER OR USE HARD BRUSHES. Turn unit off before cleaning.
2. Clean drip pan every six months to prevent rust and bacteria.

Heads Up!

1. Proper setting should yield a temperature of 33°-40°F.
2. Be sure salad bar top is placed correctly to insure proper cooling and placement of items.
3. Compressor carries five-year parts warranty. One year parts and labor on rest of unit.
4. Salad bar top carries a one year warranty.

Utensils

1. Wash during mid afternoon and close. It must be done a minimum of every 4 hours or every shift.

Can Opener

1. Wash can opener and the sleeve onto which it slides, after each shift.

Preventative Maintenance

1. If the blade is worn, reverse the blade once since it is double-sided.
2. If both sides of the blade are worn, replace it. Blades are available from Ed Don.
3. If the handle turns but does not cut, the gear is worn and needs to be replaced.

Available from Ed Don.

Deep Dish Pans

Curing Deep Dish Pans

1. Wash in hot soapy water and immediately dry in the oven.
2. Thoroughly brush oil in each pan. Run deep dish pans completely through oven.
3. When finished, re-apply oil and pass through the oven again to ensure proper curing.

Cleaning Deep Dish Pans

Scrape pans with scraper, send through the dishwasher, and then pass one time

through in oven to dry.

Stainless Steel Non-Stick ½ Pans

1. Pre-wash with soap, water and a towel (never use an abrasive).
2. Run through dish machine.
3. Let dry, store upside down to allow water to run off.

Metro Shelving

1. Clean weekly before receiving JMC order. Use power foam; scotch brite pad and clean towel.
2. Remove all products from shelves and clean beneath and behind shelving.
3. Be sure to dry completely before replacing product on shelves to avoid rust.

Preventative Maintenance

Do not use metal scrub pads or steel wool, they will peel the finish.

Thermometers

A calibrated thermometer will lose its calibration if dropped or handled continuously. To calibrate:

1. Fill a 16-oz glass to the top with ice.
2. Next, fill the glass at least ¾ full with cold water, insert the thermometer stem completely into the glass.
3. Holding the thermometer by the dial, allow the thermometer to remain at a constant temperature for at least 15 seconds. The thermometer should read 32°.
4. If it does not, while holding the thermometer in the ice water, adjust to 32° using two wrenches one to hold the dial, one to hold the nut beneath the dial.



Buffet Area

Buffet Warmers - Stainless

1. Wipe underneath products when products are changed out on the buffet.
2. Wipe down buffet counters constantly (at least every five minutes).
3. Wipe down sneeze guards with a clean towel and window cleaner.
4. Use window cleaner for cleaning buffet warmers and sneeze guards. NEVER USE POWER FOAM OR OTHER DEGREASERS TO CLEAN BUFFET WARMERS, THIS CAUSES THE WARMERS TO WARP.

Routine Maintenance

1. The proper temperature of the buffet warmer should be 150°.
2. 5 minutes after you turn the warmers on, check to make sure both the top and bottom heat is working.
3. For Stainless Buffet Warmers, Clean surfaces on and under warmers during the mid and close using glass cleaner, a scraper, and clean towel.
4. Check power cord and connections to assure you are not crimping or fraying the line when raising or lowering the units
5. After cleaning, check for burnt out bulbs. Replace with 60A-130 safety coated bulb (available from JMC). Use only safety coated light bulbs in warmers.
6. Check screws and nuts on sneeze guard weekly.

Preventative Maintenance

1. If power goes out, turn off to avoid damage due to power surge.

Heads Up!

1. Bulbs, sneeze guards, screws, feet, and bases can be replaced by contacting JMC.
2. Contact a local vendor to order replacement sneeze guards. Be sure to order glass coated Plexiglas if you need to replace a sneeze guard.
3. If lights are too bright/dim, check bulb wattage, then call electrician.
4. Proper settings for the buffet units are 150°F.
5. Make sure plastic guide is in place in the hole through the buffet counter. This protects the cord from wear.
6. When raising and lowering buffet units, hold by base unit only! Do not lift unit by sneeze guards! Hold unit up while cleaning and avoid laying unit on sneeze guards.
7. Warranty is one-year parts and 90-day's labor.

Buffet Warmers – Black Anodized

1. Wipe underneath products when products are changed out on the buffet.
2. Wipe down buffet counters constantly (at least every five minutes).
3. Wipe down sneeze guards with clean towel and window cleaner.
4. Use power foam and a clean towel to clean buffet warmers. Do not use any scrub pads or metal scraper!
5. Warranty is one year parts and labor. Two years on the elements.

Pasta Bar/Steam Wells

1. Drain water completely.
2. Clean with power foam and a towel.
3. You may need to scrub inside of well with a green scrub pad to remove build up.
4. Warranty is one year parts and labor.

Heads Up!

1. Do not use any abrasives on pasta wells; it will cause holes in the warmers.

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Oven Cleaning Procedures

To insure that food and other contaminants are kept out of the potable water supply, no equipment may be cleaned outside of the restaurant.

Ovens should be cleaned a minimum of every 30 days to ensure:

1. We are providing our guests with safe and healthy food products.
2. Each product cooks properly.
3. Proper maintenance of the ovens.

Cleaning conveyers and fingers

1. Place all fingers and conveyers in hot water and soap.
2. Let parts soak over night.
3. The parts should then be cleaned and sanitized in the 3 compartment dish sink.
4. Return parts to oven per the schematic.
5. Turn on ovens and bring up to proper temperature to ensure everything is in working order.

Cleaning of inside and outside of the oven

1. Use only approved CiCi's oven cleaning chemicals provided by JMC Restaurant Distribution, i.e.

Power Foam, Non-Caustic Oven Cleaner and Silcoat Oven Coater, along with a clean towel and red scotch brite.

Heads Up!

All Chemicals in the restaurant must have an MSDS sheet present and in your MSDS Book.

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Tables, Chairs, Booths, Decorative Items and Air Filters

Chairs, Stools & Booths

1. Wipe clean per bus procedure, using power foam and clean towel.
2. Do not use power foam on the wood frames of the booths. Use only, a clean warm damp towel.
3. Detail clean and check crevices for debris weekly and inspect seat cushion and frame for damages.
4. Move all booths and clean floor underneath, walls and windows on a weekly basis.
5. Mineral oil all wood frames of booths monthly to help keep wood conditioned.

Preventative Maintenance

1. Check screws under cushions monthly to insure cushion is securely fastened to seat frame.
2. Keep extra chair glides on hand to replace as needed. Missing glides will quickly damage your floor!
3. Seat cushions and chair glides available from JMC.
4. Warranty is 5 years structurally.

Dining Room Tables

1. Wipe clean per bus procedures, using power foam and a clean towel.
2. Detail clean table legs and bases weekly with power foam, scotch brite pad and a clean towel.
3. Remove gum from underneath tables weekly with power foam, scraper and clean towel.
4. Make sure all table are level, if table levelers are broken or missing you need to replace them. These are available from JMC. DO NOT USE NAPKINS OR ANY OTHER ITEMS TO LEVEL TABLES!
5. Warrant is 1 year on workmanship.

Tables (Cook, Cut, Stretch)

1. Clean with clean towel and power foam, sanitize during the mid and close.
2. Detail clean and scrub with scotch brite pad and power foam weekly.

Preventative Maintenance

Check leg braces every 6-months or as needed, tightening bolts where needed to avoid wobbling.

Floor Mats

1. One mat limit at the drink station. This mat must be 3' by 5' no smaller or larger. An additional mat needs to be available for weather.

Muzak System

Dust on a weekly basis using a clean dry towel. DO NOT USE ANY CLEANING PRODUCTS ON SYSTEM.

Artifacts

Dust regularly. Artifacts may be cleaned with a damp cloth. Do not use bleach.

Picnic Tables

Wipe down with a damp towel. Do not use bleach on picnic tables or benches.

Umbrellas and Stands

Wipe down with a damp towel. Use Power Foam on Umbrella Stand Only. Do not use bleach.

Silk Plants

1. Clean weekly with power foam and damp towel
2. Inspect during open, mid and close and remove debris in planters

Air Filters

1. Basic air filters can be purchased inexpensively from any hardware store.
2. If you have severe allergies or the dust level in your restaurant is high, there are filters you can purchase that will last for a longer period of time; however, they are much more

expensive, but can be
cleaned with water and re-used over and over.
3. Filters should be changed a minimum of every 2 weeks.
4. When your filters become "saturated" with dust, the motors in the units work much
harder, therefore
increasing your electric bill drastically.

Televisions

Dust screen with a feather duster and spray glass cleaner onto clean towel to clean
exterior (including the
back) of the television weekly.

Preventative Maintenance

1. Hook television and amplifier (if applicable) to surge protector.
2. If no surge protector is in use, unplug television during severe electrical storms or
power outages to
avoid damage due to power surges.

Heads Up!

1. Some TVs have power amps and don't need external power amps.
2. Keep extra appropriate size batteries on hand for use in remote control.
3. Typical warranty is one-year parts and labor.



Floors

Kitchen Floor

Items needed

1. Roughrider Mop
2. Mop Bucket
3. Broom and Dust Pan
4. Deck brush
5. Squeegee
6. Power Foam
7. "Caution Wet Floor" sign

Normal Procedures

1. Sweep all debris off floor.
2. Add 1 oz. PF II for each gallon of warm to hot water in mop bucket. Start with fresh, clean, hot mop water. Change water whenever dirty.
3. Place "Caution Wet Floor" sign in area being mopped.
4. Using a deck brush, scrub the floor tiles.
5. Squeegee excess foam and product down the drains.
6. Damp mop floors and squeegee or air-dry.
7. DO NOT use a water hose to clean floors!

One Step Procedure (Quarterly/Semi-Annual Procedure)

1. Clean floor using normal procedures.
2. Pour One Step (floor prep/treatment) undiluted on floor.
3. Allow to set for 15 minutes (do not let solution dry; add more solution if it dries too soon).
4. Agitate with deck brush in traffic areas.
5. Squeegee down drain and let floor air dry.

Tile in Dining Room

1. Sweep floors every night.
 2. Wet mop dining room floor nightly.
 3. Deck brush, mop and squeegee entire floor every Tuesday, Thursday and Saturday with a clean mop and clean hot water. Spot clean as necessary with green scrubby and Power Foam.
- * Tile floors are pre-sealed.

Carpet

1. Vacuum carpet during the mid and at close.
2. Spot clean carpet during shift as needed.
3. Repair torn carpet immediately to avoid costly accidents with guests and team members as well as further damage to the carpet itself.

Preventative Maintenance

Professionally clean carpets monthly using steam or dry cleaning. Spot clean when necessary to extend the shelf life of the carpet. Be sure carpet-cleaning company is a commercial, bonded company you are familiar with.

Heads Up!

1. Do not over wet carpet when steam cleaning or shampooing.
2. Be sure to use mats/carpet runners at the front door and kitchen door to avoid carpet wear.
3. Replacement carpet available through JMC.

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Soft Drink Dispenser and Tea Machine

Soft Drink Dispenser

1. Clean cabinet daily using power foam. Do not use bleach, scouring pad or abrasives.
2. Clean drip pan daily by pouring warm water over the cup rest and down the drip pan drain. Wipe the inside of the drip pan with warm water.
3. Clean the dispensing valves daily by removing nozzles and diffusers from the dispensing valves and soak overnight in warm water. Then clean dispensing valve with a small brush and warm water, rinse with warm, clean water. DO NOT USE AMMONIA OR BLEACH. Re-instate nozzles and diffusers the next morning. Nozzles on diffusers should also be cleaned with brush weekly.

Preventative Maintenance

1. Clean syrup connectors as needed by disconnecting the syrup line from empty bag-in-a box.
2. Soak the connectors in warm water for three minutes.
3. Rinse the connectors in warm water and reconnect.
4. Check weekly upon receipt of product to insure proper rotation and age of incoming product. Always use the oldest syrup first! Syrup has a 30 day shelf life.
5. Check syrup/water ratio weekly with Brix kit weekly.
6. Detail clean dispenser on a weekly basis with pad and power foam - be sure to clean the ice bin and the bottom of the diffuser heads.
7. Coke information 1-800-241-coke.

Heads Up!

1. Beware of standing water under unit. This could indicate a leak.
2. Check for proper seating and tight fit on CO2 valves to stop leaks.
3. Check product code dates to be sure you are receiving fresh product.
4. Beware of foreign articles in drip pan/ice buckets used to pour ice into machine.
5. Maintain ice level in unit, for proper drink temperature.
6. Connect the correct product to the correct line when changing bags.
7. Avoid using bagged ice in unit. This damages ice dispenser and causes excessive foaming.
8. If you have water filters, check to see they are changed regularly

The Big Four are required on your beverage dispenser: COKE, DIET COKE, SPRITE, DR. PEPPER,

The remainder of your selections will be based upon market research by Coke on your trade area.

Tea Machine

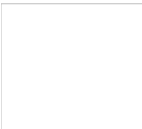
1. Remove faucet and clean the inside of the spout. Tea spouts should be soaked in warm water on a nightly basis, not bleach.
2. Pour only fresh brewed or steeped tea into tea urn.
3. To clean T-6 model brewers, run brew cycle without tea bags.
4. Clean exterior surfaces of urns and brewer daily using power foam and clean damp towel.
5. Once a week, add 3-oz bleach to inside of stainless steel urn filled with warm water.
6. Let stand for 15 minutes, then rinse thoroughly.
7. For the older T-6 models, use soapy warm water to clean the inside of the tea container, then rinse thoroughly.
8. DO NOT SERVE PRODUCT UNTIL THE CLEANER IS DRAINED AND IS RINSED THOROUGHLY - IT IS HIGHLY POISONOUS!

Preventative Maintenance

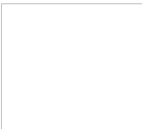
1. Remove spout and clean thoroughly using the Bunn brush weekly.
2. Take spray head off monthly and soak in bleach solution, (1oz. to the gallon) and clean out pipe with tea machine brush.

Heads Up!

1. If there are any complaints about tea being either cloudy or spoiled in taste, contact manager. Check cleanliness of tea spout and urn first.
2. Make sure tea urn and any container holding Iced Tea is clean before pouring tea into urn.
3. Never pour fresh tea on top of old tea.
4. For the T-6 machine; left dial set on 4, right dial set on 3, and thermostat knob set on full.
5. For TU-3Q brewers, set left dial on 4 minutes and right dial on 3 minutes.
6. Warranty is two year on parts and one year labor.



Power Foam to clean tables. Power foam se usa para limpiar las mesas. 2 nd Black bus tub for Cups. La segunda basta negra se usa para echar los vasos. 02/24/2011



Keep all plates and bowls organized in the top black bus Mantenga los platos organizados en la basta negra de arriba.

CiCi's Table Cleaning Cart Set Up

Cleanliness Page 12
tub.

1/3 pan for drinks and silverware from table. Use un contenedor para echar las bebidas que sobraron y para echar los cubiertos.

Trash container Bote de basura Clean Damp Towel Toalla limpia y húmeda 3 rd Black
Bus tub for trays. La tercera basta negra se usa para echar las bandejas. © 2011 CiCi
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Table Cleaning Procedures

Cleaning Tables

1. ALWAYS CLEAN TABLES WITHIN 2 MINUTES AFTER THE GUEST EXIT.
2. NEVER ALLOW MORE THAN 2 DIRTY TABLES AT ONE TIME.
3. It should take approximately one minute to clean a table.

Equipment Needed

1. Black bustub
2. Spray bottle of Power Foam
3. Damp towel
4. Empty pitcher/container for silverware

Cleaning Procedures

1. Place the black bustub on a chair, pour all drinks in the pitcher/container and stack the cups in the bustub. Place dirty utensils in the pitcher.
2. Clear the table, by stacking and organizing dishes, cups, trays, and trash in separate areas of the bustub. Wipe debris off of plates with a napkin.
3. Remove condiments from table and place in a chair/seat.
4. Carefully spray the table with power foam. Wipe all debris into bustub (not on floor) with the damp towel
5. Use a clean napkin to clean the condiments. (It is permissible to spray a light amount of power foam on the napkin, not directly on the condiments.)
6. If the table is against the wall:
Place the condiments against the wall with the red pepper on the left and the Parmesan cheese on the right.
Place the black pepper directly in front of the red pepper.
Place the salt directly in front of the Parmesan cheese.
The napkin holders should be between the red pepper/black pepper and Parmesan cheese/salt shakers.
7. If the table is not against the wall the same alignment mentioned above should be followed in the center of the table with the napkin holders facing the buffet.
8. As you stand with your back to the buffet (for the tables that are not against the wall) OR as you stand in front of the table facing the wall (for the tables that are against the wall) the condiments should be aligned:
"WHITE ON RIGHT, BIG IN BACK."

9. Set bus tub on floor and wipe chairs and booth seats with the damp towel. Use a

napkin to dry table

and seats if excessively wet.

10. Realign table (separating tables if needed), arrange chairs properly.

11. Pick up debris from under and around the table.

12. Wipe high chairs and booster seats with damp towel and return to designated area.

Restrooms

1. Continually check restrooms throughout your shift at least every 15 minutes for cleanliness.

2. Make sure that the restroom is stocked with toilet paper, paper towels, and soap.

3. Clean fixtures with Power Foam and a clean towel.

4. Clean mirrors and chrome with window cleaner and paper towels.

5. Clean toilets and urinals with Lemon Cleaner.

6. Sweep and mop floors.

7. Wipe down doors, walls and stalls.





Cash Handling

Setting up Registers

1. Fill out a Cash Drawer Log Sheet for each register used on a shift.
2. Before the shift, count out 2 separate banks of no more than \$200.00 per drawer in cash and coins.
3. Before ringing up sales the person using the register must verify the bank.
4. Both the Manager and Guest Greeter must initial line # 1 on the Cash Drawer Log Sheet after the cash count is verified by the Guest Greeter.

Procedures Prior to the Shift

1. When all counting is completed, run an X tape of the register that the Guest Greeter will be using.
2. Staple the X tape to the back of the Cash Drawer Log Sheet and insure that the Guest Greeter assigned to that register places his/her bank in the drawer.
3. Fill out the rest of the information down on the Cash Drawer Log Sheet and stop.

Include the following:

Manager Name (Printed)

Guest Greeter Name (Printed)

Date

Time from X Tape in "Time In" column

\$ Reading from X tape in "Beginning Reg. X Reading" column

4. Cash Drawer Log Sheet should be placed underneath the register out of sight of the guest.

Procedures During the Shift

1. Checks may never be cashed for ANY employee (team members, managers, etc.) Any violation of this policy can result in immediate termination.
2. Checks may not be written by guests for amounts over the purchase price in order to receive cash back. Any violation of this policy can result in immediate termination.
3. Guest Greeters must notify Manager when transaction includes \$50 and \$100 bills.
4. When the register has more than \$400.00:

The Guest Greeter calls a manager over to the register. When the manager arrives, the Guest Greeter

counts out an amount to drop, which will bring the register to less than \$200.00 and writes the amount of the drop in one of the "drop" columns on the Cash Drawer Log Sheet.

5. The Manager then counts the drop and immediately places the money in the safe.

Both Manager and

Guest Greeter initial the appropriate column beside the amount dropped on the Cash Drawer Log.

6. If more cash/coin is needed it must be "bought" from safe to keep balance in the register.

Closing Out Register Personnel

1. The Manager takes a second X reading.
2. The Guest Greeter takes all their monies out of the drawer.
3. The Manager (or another Guest Greeter) runs the second register as the Guest Greeter counts the money from the drawer that has just been removed from the register.
4. The Guest Greeter makes 2 separate calculator tapes:
A total for all checks in the drawer.
A total for all cash and coin in the drawer
5. The Manager then counts the money that has just been removed from the register and compares it to the calculator tapes prepared by the Guest Greeter.
6. The Manager completes the remainder of the Cash Drawer Log Sheet and staples both X tapes and calculator tapes to the back of the Cash Drawer Log Sheet.

7. Both the Manager and the Guest Greeter sign the completed Cash Drawer Log Sheet.

8. The Manager places all Cash Drawer Log Sheets on file.

Shortages

1. Contact BEM or Franchisee the next morning with an explanation of what was done to find the shortage

and correct the problem.

2. A + / - of \$2.00 or more could result in a verbal or written warning.

3. A + / - of \$10.00 or more could result in suspension or termination.

Over Ring Procedures

1. Guest Greeter calls manager over immediately when over ring occurs.

2. At the end of the day, staple the over rings to the back of the over ring form with the corresponding circled journal tape number.

3. Staple the register receipt tape to the back of an over ring form.

4. The manager and guest greeter circle the over ring on the journal tape and initial.

5. Compare each receipt number from the receipt stapled to the back of the over ring form with the next consecutive journal tape number.

Notify BEM or Franchisee if the next consecutive journal tape number does not reflect the original over ring receipt minus the items stated on the over ring form.



Certification

Franchisees

ALL Franchisees or their designated Operators must complete the following for certification:

1. Be approved through the corporate franchise screening process.
2. Pass the manager training program described below.
3. Pass the franchisee post training prescribed by CiCi's University.

Managers

1. Train all managers using the MIT Training Syllabus
2. ALL manager candidates (franchise or corporate) must pass the corporate certification program before working in a management capacity.
3. A certified manager must be on duty during hours of operation.
4. If a manager candidate cannot pass the corporate certification program the first time, they may reapply 3 weeks from date of termination.
5. If a manager candidate does not pass the corporate certification program on the second or later attempts, they may reapply 6 months from the date of the latest termination.
6. Certification of a manager ends when that manager no longer is employed for their franchisee.

Recertification of a manager is the sole discretion of CiCi's University.

CiCi's University will base the decision on recertification on performance factors including but not limited to:

1. Interview with former Franchisee. The interview will investigate the performance of the manager during employment including but not limited to questions about the managers attendance, integrity, any substance abuse issues and any issues of Professional misconduct.
2. Interview with former Brand Excellence Manager to assess leadership strengths and weaknesses.
3. Previous store performance including; sale performance, Operational Performance, and Store Visit Reports.
4. Amount of time since the date of employment.

Any manager whose last date of employment is greater than 120 days will need to complete the entire certification process.

GM Degree

1. Every restaurant must have a GM Degree Certified General Manager.
2. GM Degree attendees must be certified as a CiCi's Manager.
3. Gm Degree attendees must complete a BHI Assessment prior to enrolling in the GM Degree Class.

Team Members

1. All team members must be certified in one position by the end of their 7th shift minimum.
2. Training and certification begins on the first day of work.
3. Team Member certification should be kept in store.
4. STARS booklet should be used for certification sign offs.
5. Certification is a continuous process executed on a daily basis for all team members regardless of their tenure or skill.

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Formulas

Common Labor Calculations

Net Sales

Gross Sales x Tax rate = Net Sales OR Gross Sales – Tax Dollars = Net Sales

Examples: Gross Sales / Tax Rate = Net Sales

\$18,500 / 1.0875 = \$17,011.49

OR

Gross Sales - Tax Dollars = Net Sales

\$18,500 - \$1,488.51 = \$17,011.49

Timecards

Timecards show hours in military time (0-23) and break them into 100 parts (20:50 is 10:30 P.M.) Subtract

time in from time out to get a total.

Example: Time Out - Time In = Hours Worked

19:87 - 12:39 = 7:48 (approx. 7 hrs. and 30 min)

Actual Labor Dollars

Take the total hours x regular rate of pay + Overtime hours x overtime rate (for each team member).

Add all employee Actual Labor Dollar amounts for Total Actual Labor Dollars.

Average Wage

Total labor dollars divided by total actual labor hours = average hourly rate (done weekly)

Example: \$4725/545 = \$8.67 Ave. Wage

Labor Percentage

Total daily labor dollars (including FICA) divided by total daily net sales

Example: \$488.93 / \$2,642.86 = 18.5% Labor

Productivity (Sales Per Labor Hour)

Net Sales divided by Total Labor Hours

Example: \$2642.86 / 60.0 = \$44.08

Common Food Cost Calculations

Projecting Sales

Take same week sales last year. If your sales trend indicates a 10% increase in sales over the same period

last year, add 10% to last year's sales for the same week to arrive at this week's projections. Adjust for any

special events (holidays, weather, local events, etc.) and sales trend over the last 4 weeks.

Delivery Cycle

The number of days in your delivery cycle is found by determining the difference between the day you count

your inventory and the day your order is delivered + 7.5 days.

Example: Count inventory on Sunday night

JMC order delivered on Thursday (Difference = 4 days)

4 days + 7.5 days (7 days from last delivery + .5 buffer for unforeseen circumstances) = 11.5 days in delivery cycle.

Pars for Ordering

Item Usage + Buffer (typically .5 days) = Par

Always take into account special events and adjust your par accordingly.

Ordering

Estimated weekly Usage divided by 7 = Average Daily Usage

Average Daily Usage X Number of Days in the Delivery Cycle = Product Needed

Product needed - Ending Inventory = Order

Food Cost

Usage of each item x Current Unit Price for that item = Item Usage Dollar Amount

Total of Item Usage x Dollar Amount for all items = Total Usage Dollar Amt.

Total Usage Dollar Amount divided by Net Sales = Food Cost %

Example: Total Usage \$ Amount = \$4,355.59

Weekly Net Sales = \$15,764.82

Food Cost = \$4355.59 / \$15,764.82 = 27.63% Food Cost

Usage Formula

Beginning Inventory + Purchases - Ending Inventory = Usage

Usage per \$1000 (UPT)

Sales/ (Usage/1000) = UPT

Example: \$18,500/ (6.5 cases of Ham/1000) = .35 cases per \$1000 in sales

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Health Inspections and Restaurant Readiness Evaluations

During the inspection

1. Senior manager on duty should accompany the health inspector.
2. Always be courteous and responsive to the inspector.
3. Sign and date report and notify BEM or Franchisee.
4. If a fine is levied, a failing score given or a restaurant closing, immediately notify BEM and Franchisee.
5. Correct any items needing immediate correction.
6. Write an action plan to improve these areas and submit to your BEM and Franchisee.
7. Schedule an individual or group meeting with the team and discuss the contents of the report and the areas scored high and low.
8. Within the next three (3) days, schedule retraining and development of team to correct and improve upon areas where scores were low.
9. Within seven (7) days of receipt of Health Inspection, follow up with your BEM on the results of the action plan.
10. Document any direct violations of standards.

Upon completion of corrective actions

1. Submit the completed action plan to the Health Department.
2. Place a copy in the Health Inspection file.
3. On a weekly basis, review the Health Department Inspection Report to insure that all items on the report are in compliance.

Post all health inspection scores in the appropriate location determined by the Health Department. The expectation is a score of 90% or better or a letter grade of A.

Restaurant Readiness Evaluation

Compliance with CiCi's operational standards is necessary to preserve the high level of quality, service and cleanliness that our guests have come to expect from CiCi's. We publish our standards in the Brand Excellence Manual and in other written communications to you. Brand Excellence Managers also offer you continued guidance in the area of standards compliance.

The Restaurant Readiness Evaluation is designed to monitor your compliance with our quality, service, and cleanliness standards and with those related administrative and facility standards that contribute to operational quality. We evaluate your compliance in these 5 areas based on your adherence to a number of individual standards within each area. All individual standards are scored on a single point basis as either a "yes" or a "no" meaning that you either meet or fail to meet the standard. Each of the 5 evaluation areas contributes to your overall score.

A 90% will continue to be the threshold for growth.

An overall score of 80% or below is considered failing. If you fail, a re-evaluation will occur within the next 30 days.

If you fail a Restaurant Readiness Evaluation you will be sent formal notice of default based on a failure to

comply with system standards. Following the evaluation, your Brand Excellence Manager will review the results of the evaluation with you and will assist in developing an action plan to correct any deficiencies noted during the evaluation. Additional evaluations may be implemented to monitor compliance with these corrective measures. Questions relating to Operational Evaluations should be addressed to your Brand Excellence Manager.



I-9 Forms and Performance Reviews

1. I-9 forms are mandatory for every team member/manager in your restaurant. They are to be filled out prior to beginning employment.

2. Read carefully the instructions for filling out an I-9 form and have them available for your new hire to refer to. (Form I-9 pages 1-3)

3. The team member must present one ID from List A (establishes both identity and right to work) or one ID from Lists B and C. You are not required to make copies of the documents.

4. Use the same color ink throughout the I-9 Form, preferable blue ink.

5. The original I-9 form must be retained for a period of 3 years from the date of hire or one year from the date of termination, whichever is later. For example, the team member works only 2 weeks and leaves. You must retain that form for 3 years. On the other hand, if the team member has been with you for 6 years and leaves your company. You must retain their I-9 for another year from the date of termination.

Section 1

1. Filled out by the team member, signed and dated properly.

2. If a translator is needed, he/she must fill out the Preparer and/or translator certification portion directly underneath the team member's signature line.

Section 2

1. Filled out by management personnel, not the team member.

2. Verify the documents for authenticity (they match up with the person being hired). Do not fill out this section without the original documents in your hand. Photocopies are not acceptable.

3. If the documents are valid, complete the form; write in the day the team member's employment began, your signature and title, and restaurant name and address, along with the date the form was completed.

Section 3

Do not sign this section unless one of the following applies:

1. The team member is a seasonal worker (works during the summer, takes off during school year, comes back to work the following summer).

2. The team member had to return to their native country to renew their ID's.

3. Personal reasons for leaving or returning in the 3-year period.

4. The team member's last name changed due to marriage, divorce, etc.

5. A team member currently working for you who has a work authorization or resident alien card about to expire has shown you a new ID with the new expiration date.

6. Corporate Restaurants: Write "CiCi's Pizza #___", and complete restaurant address, including zip code.

7. Franchise Restaurants: Write "franchise name, d.b.a. CiCi's Pizza #___", and complete restaurant address (not the home or office address), including zip code.

Performance Review

Conduct formal reviews every quarter for hourly team members and a minimum of once a year for managers.

Use the following as measurements for QSC:

1. Restaurant Readiness Evaluation

2. Mystery Shopper Reports

3. Guest Intercepts (IWR's)

- 4. Guest Comments to the franchisee, BEM, and Support Office
- 5. BEM Visit Reports



Manual Updates and Vending

Kitchen Charts, Restaurant Listings, Current Files

Managers must check the following for cleanliness, completeness and updates every week:

1. All posted kitchen charts in the restaurant.
2. The restaurant list of addresses and telephone numbers.
3. The restaurant's file setup.
4. The restaurant's WOW! Book.

Manual Updates

1. CiCi's Brand Excellence Manual must be on site at all times during business hours and is the sole property of CiCi Enterprises, LP.
2. Each update to the Brand Excellence Manual must be placed in the manual (and posted in the kitchen area if applicable) immediately upon receipt and reviewed with the entire management team and team members within two days of receiving updates.
3. Make copies of any new or revised charts or recipes and post in the appropriate location in the restaurant, immediately discarding any old posted charts or recipes.
4. Replace each page in manual that has changed, immediately shred and discard the old pages.

Vendors/Purveyors

1. Obtain a list of approved vendors/purveyors from JMC before you order.
2. Exclusively utilize approved vendors/purveyors unless you receive prior approval from JMC.

Video Games and their Collection Procedure

1. Continually monitor games for good working condition.
2. Contact vendor immediately as problems arise.
3. When vendor arrives, monitor the coin collection to prevent fraud.
4. After verifying coin count, sign ticket and place in weekly packet.
5. If it is the policy of the vending company to leave our portion of the coins collected at the unit, then:

Make a separate deposit with the video money, Enclose the deposit slip from above and the video receipt ticket in the week ending package.

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Sales Analysis, Guest Checks, Account Receivable, Repair Procedures

Sales Analysis

Mid-Afternoon

1. Run an X tape on each register.
2. Count all loose coins, bills, and checks.
3. Amount of cash on hand minus beginning bank should equal sales from X-readings minus over-rings and paid outs. Utilize Cash Drawer Log sheet for verification and documentation.

4. Set up register banks for night shift.

Closing

1. Run a Z tape on each register. Then pull the journal tapes, roll up and tape together, label with date, store number and managers initials. Place in weekly packet.
2. Count all loose coins, bills, and checks.
3. Accurately complete the Daily Sales Analysis Sheet for that day (using the calculator with printer enabled) and attach over-rings, Z tapes, and tax-exempt guest checks.
4. Fill out the Paid Out portion of the Daily Sales Analysis Sheet by posting and totaling all daily paid outs.

5. Prepare bank deposit and change order.
6. Lock all restaurant monies in the restaurant safe before leaving, except quarters in the change machine and loose coins in the register.
7. Complete the Weekly Sales Analysis and communicate numbers to your BEM or Franchisee.

- If a discrepancy occurs, recheck figures. If there is still a discrepancy.
- Contact the manager that was on duty that day.
- Contact the General Manager, BEM and/or Franchisee.
- Document your findings.

Accounts Receivable

For each sale on account, complete Invoice A/R Log and WSA.

Invoice must include:

- Invoice Number
- Store Number and Date
- Amount, including breakdown of individual items and subtotal before tax
- Person's name, address, phone number and email address
- Organization Name (Form already has payment term and mailing address)

1. All payments must be made within 30-days and mailed to Corporate Office or Franchisee's designated address.

2. Corporate writes off old A/R to the stores Cash Over/Short account and pursues collection at 90 days.

Guest Check Log Procedure

1. Start with the first guest check number that matches the first number on guest check log.
2. Sign your name and date appropriate column on guest check log.
3. In the "start number" column, fill in the first guest check ticket number available in the guest check ticket book.

4. Initial each guest check when using that ticket for an order.

At the close of business

1. Bundle all guest check tickets in numerical order.
2. Place a sheet of paper on top of the bundle listing the first and last guest check ticket used and the numbers of the individual guest check tickets that were missing.
3. Place the completed bundle in the Weekly Packet.
4. Continue to follow the order of the guest check log for each guest check ticket book used.
5. Write the last used guest check ticket number from the guest check pad in the "ending number" column of the guest check log.

6. Count the guest check tickets on hand and match those used in the guest check log.

Guest Check Controls

7. Insure that all guest check tickets assigned to a staff member are accounted for.

8. Verify that each guest check ticket has a register receipt stapled to it and that the register receipt

matches the items ordered on the front of the ticket.

9. Write the receipt number and an explanation on the corresponding guest check if the register receipt is

lost or the guest requests the register receipt.

10. Notify your BEM or Franchisee immediately if fraud is suspected.

Repair Procedures

1. Never pay without approval of BEM or Franchisee!!

2. Inform BEM or Franchisee of the item in need of repair.

3. Over \$400 complete Repair Authorization Form and submit to BEM or Franchisee for approval.

4. Alert BEM or Franchisee to get revised Repair Authorization if additional repairs not originally authorized appear.

5. After repairs have been made attach repair company invoice to Repair Authorization Form. Send to

Corporate Office or Franchisee for payment

6. All Payments for repairs are to be made through the corporate office or franchisees only – no I.O.U.'s



Separation Paperwork, Labor Laws, Loss Prevention

Voluntary Separation

1. Obtain all company property from team member/Manager.
2. Fill out the date of the termination on the Weekly Payroll Time Sheet.
3. Corporate restaurants are to send the team member termination form to the Support Office.

Involuntary Separation

1. If there is a violation of policy, document on the Progressive Discipline Form and send to HR Manager.
2. Complete the Progressive Discipline Form and send to the HR Manager immediately upon team member's termination.
3. Obtain all company property from team member.
4. A team member may be terminated immediately based on severity of the policy violation.

Labor Law Posters

Each restaurant must have these items posted in a conspicuous location for all team members in English and Spanish:

Federal

1. USERRA
2. EEOC
3. Employee Polygraph Protection Act
4. OSHA Act (Job Safety) of 1970
5. Fair Labor Standards Act
6. Family and Medical Leave Act of 1993

State

Each state has different poster requirements. Please contact your local labor board for specific needs. Some examples are:

1. Leaves of Absence
2. Workers Compensation
3. Child Labor Laws
4. Sexual Harassment
5. Unemployment Insurance

Loss Prevention Procedures

1. Always contact the Support Office for approval before discussing anything with or granting interviews to any media organization (TV, radio, newspaper, etc.) or their representatives.
2. Never allow any media organization or media representative to take A PHOTOGRAPH or motion picture or video tape of any part of the restaurant without express written permission from the Vice President of Brand Excellence or the Chief Value Officer of CiCi's Pizza.
3. Use discretion when allowing guests to take photographs, motion pictures or video tape inside the restaurant.
4. Monitor restaurant for possible hazards:
5. Change air-conditioning filters every two weeks.
6. Respond immediately to water leaks, ice on sidewalks, poor lighting, locked fire exit doors, exposed electrical wires etc.
7. Always use WET FLOOR CAUTION sign when any area of the restaurant is being mopped.
8. Confirm that all team members have been trained in the safety aspects of their jobs, equipment they

use and have signed an acknowledgment receipt of the Team Member Injury Benefit Plan.

9. Minimize opportunities for biological, chemical and physical hazards.
10. Be proactive and assume that you are being watched at all times to prevent robbery.
11. Execute the pre-opening and pre-closing security checklists daily.
12. Ensure that any forms dealing with revenues are out of view from guests and vendors.
13. Count moneys discreetly.
14. Have video moneys counted in off peak hours and observe count.
15. Check for video games pulled away from the wall (possible theft).
16. Monitor all utilities usage.
17. Keep only one oven on between 2:00 and 4:30 p.m. and after 9:30 p.m. (Ovens can be turned off earlier if business allows.)



WOW! Book and File Set Up

The WOW! Book is a one stop shop for communication in a CiCi's Restaurant. The WOW! Book is designed as the ultimate tool. This book should be utilized to the fullest extent possible so you and your managers are always aware of everything that is going on in your unit.

Items you should utilize in the WOW! Book:

- Smallwares Inventory Form
- Vendor Phone List
- Monthly and Weekly Leadership Articles
- Monthly Calendar with Bank Runs and Key Dates
- WOW!'s for the day
- R&M Communication
- People Communication
- Daily Reminders
- Future Planning with Holidays

Use the WOW! book to leave your nightly communications so all managers, Franchisees and BEMs are all in the communication loop!

FILE SETUP

The file setup is a list of items that should be filed and kept on hand. The time to maintain these items will vary by state.

CORPORATE PACKET
 PAST APPLICATIONS
 PENDING APPLICATIONS
 BLANK APPLICATIONS
 OVERRING SLIPS
 CASH DRAWER LOGS
 HEALTH DEPARTMENT REPORTS
 PAYROLL CHECKS
 GUEST LOYALTY REPORTS
 PAST OPERATIONAL EVALUATIONS
 BLANK OPERATIONAL EVALUATIONS
 BLANK SCHEDULES
 PAST SCHEDULES
 WARRANTY MANUALS
 JMC INVOICES
 PAST WEEKLY PACKETS
 DAILY SALES ANALYSIS
 WEEKLY SALES ANALYSIS
 GUEST CHECK LOG
 OMC/R&M CHECKBOOK
 PRODUCE PAR SHEET
 JMC PAR SHEET
 COKE PAR SHEET
 DAILY GAME PLAN FORMS
 INCIDENT REPORT FORMS
 FIRST AID/NON INJURY LOG
 R&M APPROVAL
 STARS DEVELOPMENT BOOK
 PROGRESSIVE DISCIPLINE FORM

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Appearance and Attendance

These policies are guidelines for the entire CiCi's Family and can be your starting point for human resource concerns in your restaurant. However, you may need to develop other policies for your franchise based on local and state regulations, or situations specific to you and your restaurant. Read the following policies carefully and consult with your attorney regarding specific needs you may have. If you need clarification regarding CiCi's standards, please contact your BEM or CiCi's University.

Appearance Policy

Management Responsibilities

1. Educate team members to standards of grooming/appearance (refer to Team Member Handbook).
2. Hold team members accountable for maintaining these standards.

Grooming

1. Wash hands when first reporting to work, after visiting restroom, and when changing position or task.
2. Team members must wear a CiCi's approved hat to prevent food contamination.
3. Males must be clean-shaven with hair no longer than collar length.
4. Males with mustaches and/or goatees must keep it neatly trimmed; beards are not acceptable.
5. The ONLY jewelry permitted is a wedding ring and watch. Females may also wear one set of stud earrings.
6. No visible tattoos.

Team Member Uniform

1. Clean CiCi's hat with brim forward, pressed CiCi's shirt tucked into pants or skirt.
2. Black skirt or pants; clean, pressed, and worn with a black belt.
3. Skirts must be no more than 4" above the knee.
4. Black shoes with rubber soles.
5. When off the clock and in the restaurant, team members must change or cover CiCi's shirts/CiCi's hat.

No team members are permitted behind the counter or back of house after clocking out.

Manager Uniform

1. Approved CiCi's logo shirt. Clean and pressed.
2. Dark dress pants pressed (no jeans, Dockers must be un-faded and starched) or skirt with black belt.
3. Rubber soled dark dress shoes and dark dress socks (no boots).

Attendance and Lateness Guidelines

Management Responsibilities

1. Communicate attendance/tardiness guidelines to team members (refer to Team Member Handbook).
2. Maintain accurate attendance records.
3. Identify team members with attendance/tardiness concerns.
4. Take prompt corrective action to resolve the problem, it may be necessary to document on a progressive discipline form.

Attendance Guidelines

1. Arrangements must be made with Manager at least two hours prior to team members' scheduled shift if team member will not be there.
2. Verbally warn team member if they fail to notify manager two hours prior to scheduled shift. Document on Progressive Discipline Form.
3. Additional unexcused absences within a six-month period will lead to further disciplinary action, which

may include termination. Document all action on a Progressive Discipline Form.

4. Not showing up for a shift is voluntary termination and documented as such.

5. Management personnel accrue 5 sick days a year to be used in that year.

6. No vacation is allowed during the first six months of employment.

7. To be eligible for a bonus (if your position is a bonus able position), the team member/ manager must be employed by the company for the entire quarter and be employed when bonuses are awarded.

Tardiness Guidelines

1. Verbally warn team member if late, document in writing on Progressive Discipline Form.

2. Additional tardiness will lead to further disciplinary action, which may include termination.

Vacation

1. A vacation request form must be turned in and approved 30 days prior to vacation time.

2. Vacation time is not accrued from year to year.

3. No employee is allowed to borrow any vacation time.

Management Personnel:

1. After six months of employment you may use one week of your vacation time you have for that year.

2. After the first year, you are eligible for two weeks per year and every year thereafter up to ten years, at which time three weeks are earned per year.

Team Members:

1. Must be employed for 1 year before eligible for vacation.

2. Must average 38 hours per week each year to be eligible for 1 week of vacation.



Conduct Policy and Confidential Information Policy

Management Responsibilities

1. Educate team members to the standards of conduct. Conduct that is dishonest, insubordinate, immoral, or illegal will not be tolerated (refer to the Team Member Handbook).

2. Report any violation or potentially troublesome conduct to BEM or Franchisee.

3. Respond equitably to each team member.

4. Document all violations on the Progressive Discipline Form.

The following violations may lead to immediate termination of employment:

1. Fraud, dishonesty, falsification of records: I.E.: falsifying timecards.

2. Selling, distributing, purchasing, possessing, being under the influence or consuming alcohol or illegal drugs on company premises.

3. Carrying a dangerous weapon on company premises.

4. Leaving work without permission while on an assigned shift.

5. Theft of team members, company or guest's property.

Based on management discretion, the following violations may lead to a one-time warning or immediate termination:

1. Violations of any standard found in the Brand Excellence Manual.

2. Blatant poor work performance.

3. Insubordination: I.E. refusal to comply with reasonable work-related requests or instructions from a supervisor.

4. Disruptive behavior (conduct preventing others from doing their jobs).

5. Disorderly conduct on premises; I.E. fighting, offensive language.

6. Ethnic/racial/religious slurs: I.E. comments, which are offensive to co-workers, supervisors, guests, and vendors.

7. Sexual harassment including any action in which a team member intentionally annoys, threatens or makes any unwelcome verbal or physical sexual advances.

8. Rudeness to a guest. Or telling a guest "No".

9. Conflict of interest: I.E. conduct that could compromise ability to supervise or impact job performance

(entering into/maintaining personal relationship with another team member or manager.)

10. Improper cash handling.

CONFIDENTIAL INFORMATION POLICY

To protect an individual's reasonable expectations of confidentiality regarding the use and

dissemination of employment and confidential information. To protect the company from disclosure of

trade secrets or other confidential or proprietary information.

Management Responsibilities:

Individual privacy

1. Protect confidentiality of applicants, current and former team members.

2. Allow team members access to their personnel file.

3. Limit information provided about team members or former team members to:

- The fact that team member is or was employed by Company.

- The dates of employment.

- Title or position.

- Job responsibilities.

4. Provide all team members with Confidential Contact Information. The confidential contact person can be

reached by calling the Company Offices main number and asking for the Human

Resources Department.

This is an avenue that team members can use to discuss any confidential areas of concern.

Company privacy

1. To maintain the confidentiality of company products, processes, team members and guests information.
2. Ensure that all team members, as a condition of hire, signs a non-disclosure agreement.
3. Only disclose trade secrets such as sales, recipes, and other confidential information to team members only if their jobs, assignments or duties require knowledge of sensitive information.
4. Periodically remind workers of their confidentiality obligations during their employment and departing workers at time of separation.



Contracts, Drug/Alcohol, Equal Opportunity Employment

Contracts Policy

All team members and managers are expected to recognize that they have no authority to sign or enter into any contract with any vendor.

Drug/Alcohol Policy

To maintain a restaurant environment free from the harmful effects of illegal drugs and/or alcohol. To prohibit working under the influence of illegal drugs or alcohol; selling, distributing, purchasing, possessing or consuming of alcoholic beverages or illegal drugs on the premises. All team members and managers will be subject to severe discipline, up to and including termination for drug/alcohol related offenses.

Management Responsibilities

1. Contact your BEM for direction in handling a problem you suspect may be related to the use of alcohol and/or drugs.
2. Make team members aware of policies on the use, sale, distribution, purchase or possession of alcohol or drugs on company premises.
3. The Company may exercise the right to drug test any team member who is involved in accident or injury on work premises.

Employment at Will Policy

All workers who are not under an employment contract are considered to be employed "at will". This means that the employment of these workers may be terminated at any time at the discretion of either the employer or the worker. No one, other than the president of the company may enter into an employment contract (written or oral) with any worker.

Management Responsibilities

1. Refrain from making any statement or providing any assurance of continued employment to prospective and newly hired workers.
2. Follow the company's progressive discipline process when dealing with performance, misconduct or problems.
3. Judge whether immediate dismissal is an appropriate penalty under the circumstances when confronted with cases of gross misconduct.

Equal Opportunity Policy

To provide equal employment opportunity to qualified individuals regardless of race, color, sex, national origin, religion, age, disability, veteran status, sexual preference or marital status.

Management Responsibilities

1. Make employment decisions on the basis of an individual's attitude and ability to do the job.
2. Treat team members equitably and in a non-discriminatory manner.
3. Administer all policies equitably and without discrimination.
4. Ensure restaurant is free from racial, ethnic, sexist, handicap, sexual preference, religious or age slurs/jokes. If these behaviors occur, the manager must take prompt, corrective action.



Corporate Harassment Policy

Non-Harassment of Team Members

It is the policy of the Company to maintain a work environment free from all forms of harassment based on race, color, age, religion, sex, national origin, disability, or any other condition or status protected by law.

Harassment in the workplace is strictly prohibited and will not be tolerated. Team Members or Managers engaging in such activity will be subject to severe disciplinary action, which may include dismissal.

Sexual harassment is offensive, unwelcome physical or verbal behavior that includes but is not limited to:

- The threat, explicit or implied, that refusal to submit to sexual advances will adversely affect employment, advancement, wages, or career development with the Company;
- Conduct or language of a sexually offensive nature or any activity which creates a hostile or offensive work environment; a hostile work environment is defined as "a situation where an employee cannot reasonably perform his work, due to certain behaviors by management or co-workers that are deemed hostile or threatening."
- The granting or denial of advancement, employment, wages, etc., based on submission to or rejection of such advances.

Team Members who feel they have been subjected to prohibited harassment or have witnessed prohibited harassment, whether involving fellow Team Members, Managers, Franchisees, Vendors, or Guests, must report it to the Human Resources Manager and/or the CEO, CFO or Franchisee of the Company immediately.

There will be no reprisal or retaliation against Team Members who report such behavior. An investigation will be conducted and, when warranted, appropriate corrective action will be taken. Knowingly making false allegations is a serious act of misconduct subject to corrective action, including termination.



Performance Reviews, Probationary Period and Discipline Policy

Periodic reviews should be conducted for hourly team members and managers. Conduct formal reviews a minimum of 4 times per year for hourly team members (quarterly) and a minimum of once a year for managers. Use the following as measurements for QSC:

1. Operational Evaluation
2. Mystery Shopper/IVR Reports
3. Guest WOWs/Concerns
4. BEM visit reports
5. Execution of the CiCi's Systems

The Performance Review Process is Designed To:

1. Assist Managers and team members in setting goals, objectives, priorities, and performance standards for the next quarter.
2. Review actual performance against those goals.
3. Potentially link compensation to individual performance.

Management Responsibilities

1. Ensure team members and managers have clear understanding of objectives and the criteria used to evaluate job performance.
2. Document information or incidents through the year that are helpful in making appraisals.
3. Give informal feedback throughout year.
4. Manager evaluations once per quarter based on quarterly goal results.
5. Identify development opportunities to improve performance in job or help prepare team member for different responsibilities.
6. Retain documentation in team members' personnel file for three years.

Probationary Period Policy

New or re-hired team members and managers with Company must complete a probationary period established during the first three months of employment. At any time during the probationary period, a decision can be made about continued employment with the company.

Management Responsibilities

1. Throughout probationary period, discuss performance and progress.
2. If deemed necessary, you may extend the probationary period past the first three (3) months.
3. This must be communicated to the team member or manager in writing.
4. Ensure the team member or manager that successful completion of the probationary period should not be construed as a promise of continuing employment.

Progressive Discipline Guide

To provide a guide that will support team members in improving their performance, attendance and standards compliance when one or more falls below acceptable standard.

Management Responsibilities

1. To use the progressive discipline guide with team members, whose performance or attendance falls below the accepted standards.
2. To document each step of the process.
3. To have team members sign the documentation indicating they understand the consequences of not meeting the expected standard.
4. To use this process as a means to improve performance, not as a punishment, and to express it's

importance.

Disciplinary Guidelines

1. Verbal Warning

Management discusses the area of concern with the team member, seeks solutions, and documents

date and nature of discussion.

2. Written Warning

Management discusses the area of concern with the team member.

The standard is reset and a time frame for meeting the standard is established.

The discussion is documented.

Team member and manager sign the documentation and it is placed in team member's personnel file.

3. Termination

Not meeting the terms of the written warning may lead to termination of employment.



Safety and Security

To provide a safe working environment for all team members and establish procedures for reporting and reviewing on the job injuries and accidents and for responding to emergency situations.

Management Responsibilities

Security Procedures

1. Execute CiCi's Pre-Opening and Closing Security Checklists on a daily basis (In Forms and Charts chapter of the Operations manual.
2. Review the Crisis Management section of the manual.
3. Provide Emergency Checklist by the phone.

Safety Procedures

1. Maintain an OSHA log if employing more than 10 team members.
 2. Adhere to all federal and state laws i.e. you must be 18 years of age to operate the dough mixer.
 3. Provide a safe workplace including regular, documented safety inspections and meetings.
 4. Hold a safety meeting for all team members in the first month of each quarter.
 5. Provide reasonably safe tools and equipment suitable for performing assigned tasks safely.
 6. Provide team members with sufficient warning regarding work-related dangers.
 7. Ensure there are enough team members available to perform tasks in order to guarantee the safety of all engaged in the task.
 8. Develop, communicate and enforce all reasonable safety rules. Do not adopt rules that cannot or will not be fully enforced.
 9. Give direction thoughtfully and carefully to not carelessly direct a team member to perform in an unsafe manner or attempt to perform a task for which he/she has not been trained.
 10. Provide team members with the proper training required to perform their jobs safely.
 11. Post safety rules about premises where hazards exist that are clearly visible in language familiar to the majority of the workplace.
 12. Become familiar with all accident forms.
 13. Review MSDS manual with team members.
 14. Ensure that all reasonable protection is provided for team members to eliminate the risk of harm and injury. (i.e., if requested, escort team member to car at the end of shift).
 15. If a guest or team member injury occurs, or an unusual situation involving a guest or team member occurs, fill out an Incident Report Form. Notify your BEM or Franchisee.
- REMEMBER: Document, Document, Document

STORE EXITING/ENTERING PROCEDURES

Morning Store Arrival

1. The manager drives the perimeter of the restaurant checking security and cleanliness. Special focus should be on all windows, doors and dumpster areas.
2. If at all possible it is preferable for the manager to arrive along with another team member.
3. Once you have determined that the perimeter is secured, enter the restaurant and check the interior of the store for intrusions/security. When the manager determines that the store is secure other team members may be let in.
4. Other arriving team members should be trained to review the parking area for any

potential risks as well
as to look for appropriate activity within the restaurant. If there are potential concerns
they should be
taught to leave and call the store to clear up a concern or in the case of a clear problem
to immediately
call for help from a pre-determined location.
Note: WHEN UNLOCKING DOOR PRIOR TO OPEN OR AFTER CLOSE THE MANAGER
MUST
ALWAYS BE PRESENT.

Opening Front Doors Prior to and After Closing Times

1. Look out the windows carefully to insure no potential dangers are present prior to opening the doors for team members or vendors. Never open the doors for unknown or unexpected persons.
2. Example: An unscheduled employee arriving at 11:30 pm should not be allowed to come into the restaurant to wait for the team member. If a parent, friend or spouse is picking up a team member it is safer for them to stay in their car and assist by surveying the perimeter of the store for potential risks prior to the team member exiting the restaurant. All after hour pick-ups should be handled this way. Teach them to wave to their ride prior to exiting, when the driver sees that it is safe they should flash their lights and the manager can open the door and watch the team member until safely in their car.
3. When letting team members out after hours who are driving themselves survey the parking area carefully to insure no potential risks are present and watch them get into their car and drive away safely.
4. When the managers unlock and open doors they must stay there for as long as the door is opened or unlocked.



5. For vendors, follow the above door opening procedure and lock doors behind them. If they need to make multiple trips continue to unlock the door as they enter or exit, lock it again immediately behind them.

Back Door Opening Procedures

1. Limit the use of the back door as much as possible. Encourage vendors to deliver through the front door whenever possible. If possible remove trash through the front doors. Never open the back door without a manager present for the entire time that it is open or unlocked.
2. For vendors ask them to come to the front door for verification prior to opening the back door for them.
3. Look carefully through your peephole on the back door prior to opening the door. Do not open the door if any potential risks are present.
4. The manager must remain at the back door the entire time that the door is open or unlocked. If the vendor needs to make multiple trips then unlock the door each time they enter and exit and lock it each time immediately behind them.

End of Day Exiting and Night Bank Drop Security Procedures

1. Managers should always park as close to the exit door as possible.
2. Look through the windows and inspect the perimeter of your store prior to exiting. Do not open the door if there are any potential risks.
3. Once the perimeter has been determined to be safe, let a team member out to their car locking the door behind them.
4. Once the team member is safely into their car they should drive to a point in the parking lot allowing them to verify the safety of your exit and signal you to leave. They should direct their light to your car and exit door. When the team member signals you to leave, unlock the door, exit, relock the door and quickly proceed to your car and drive away.
5. It is advisable to vary the drive path to and from the bank.
6. When you arrive at the bank drive the perimeter to inspect for any potential risks. Once you have determined that it is safe, make the drop quickly and proceed home. Even if you are not making a night deposit follow the same exiting procedure and simply proceed home at the end of the day.

Morning Bank Drop Security Procedures

1. When making a daytime bank run instruct any remaining team members in the store not to open the store for anyone.
2. Prior to exiting, look through the windows and inspect the perimeter of your store for any potential risks.
3. Once you determine that it is safe to exit, unlock the door, exit, lock the door behind you and quickly proceed to your car. If there are team members working when you are leaving ask one of them to stand by the phones and observe your exit. If there are any problems they should immediately call for help.
4. It is advisable to vary the drive path to and from the bank. When you arrive at the bank, drive the perimeter to inspect for any potential risks. Once you have determined that it is safe to

make the drop quickly, and return to the store. Again follow the store entry procedure.

STORE PERIMETER SECURITY BARRIERS

All locations have walls, columns, structures or other barriers close to exit doors behind which dangers may hide. Establish a plan to minimize the potential for danger to be undetected in those areas. Involve your local police and landlord to increase surveillance, lighting or even their removal to insure the safety and security of your people. Post the plan close to the phone preferable on the opposite side of the emergency checklist.



Social Media Guidelines

CiCi's Pizza supports our team members' use of social media and content sharing sites such as Facebook, Twitter, YouTube, blogs, etc., for personal and professional use. As such, we mandate that you exercise good judgment as your actions and comments will reflect upon the CiCi's Pizza brand.

As a representative of the brand:

- You are legally responsible for content you post to the internet, including blog posts, blog comments, video, photos or otherwise. You can be held personally liable for defaming the Company or other employees, revealing trade secrets or proprietary information, and copyright infringement.
- Items published on the internet may have an indefinite life span and are available around the globe, so you should be mindful of the content you post, even if you do not believe it will be viewed publicly.
- The use of cameras, video and audio recording devices, or digital devices, such as cell phones, MP3 players, or PDAs, that have recording capability can cause violations of privacy and breach of confidentiality. For that reason, CiCi's Pizza does not allow employees to obtain in store footage of any kind as it poses a liability to the brand.

CiCi Enterprises reserves the right to remove any posts deemed necessary and will do so to uphold the brand standards. If you have questions about the Social Media Guidelines or you would like to report inappropriate or questionable activity, please contact the CiCi's Marketing Department at 972-745-4200.

The Social Media team will handle all communication on social media sites, including but not limited to:

- Guest inquiries
- Guest comments
- Guest concerns

On Official CiCi's Pizza Brand Social Media Channels

- You are encouraged to "Like" CiCi's Pizza on the official Brand Facebook Page (facebook.com/cicispizza), "follow" CiCi's Pizza's feed on Twitter (twitter.com/cicispizza) and "Subscribe" to CiCi's Pizza You Tube channel (youtube.com/cicispizza).
- You are not permitted to post original content to the Brand Facebook page (e.g., wall posts, photos, videos) or leave comments in response to a post.
- You are not permitted to retweet (RT) tweets sent by @CiCi's Pizza, send @reply or direct message (DM) in response to a tweet or from an @ CiCi's Pizza follower.
- On CiCi's Pizza's official YouTube Channel, you are not permitted to leave or reply to comments.

On Personal Social Media Channels and General Participation in Social Media

- Identify yourself and your business affiliation from your very first engagement. Ways to do this include:
 - o Provide a link to your bio
 - o A statement in a post or comment, "I own the CiCi's Pizza franchise..."
- If you identify yourself as a franchisee of CiCi's Pizza, whether by explicit statement or by implication, you must clearly state that any views expressed in your posts or uploads are yours

alone and do not
reflect the views of CiCi's Pizza.

- You do not need to disclose your affiliation with CiCi's Pizza in posts that do not mention CiCi's Pizza related topics.
- You may not update corporate profiles or articles about CiCi's Pizza that exist on websites such as Wikipedia. If you believe CiCi's Pizza is misrepresented, or a profile or article requires an update or correction, contact the CiCi's Marketing Department.

You may not use CiCi's Pizza trademarks, logos, images, copy, upload or copyrighted materials nor may you make false or misleading statements about CiCi's Pizza's Culture, Philosophy, products, services, opinions, or affiliations with other companies. You may not disclose any confidential information, including unannounced financial information, strategic business plans, menu and service offerings, guests, franchisees, or team members personal information.

Your Team Members

- Your team members' use of Social Media can also impact CiCi's Pizza business and reputation. To help protect the CiCi's Pizza Brand, we encourage you to adopt a Social Media Policy for your team members and to enforce compliance with that policy. At your request, we will provide to you a copy of the Social Media Policy we utilize for Company team members as an example.



Termination, Work Schedule, Fraternization and Family Medical

Management Responsibilities

1. To accept a team member's voluntary resignation without requiring the team member to provide advanced notice.
2. To give team members who resign voluntarily the opportunity to discuss their reasons for termination.
3. To complete a Progressive Discipline Form for team members who are terminated involuntarily.
4. To collect company property (manuals, keys, etc.) not purchased by the team member.
5. To send termination forms to corporate office or franchisee and send originals in the Weekly Packet.

WORK SCHEDULE POLICY

To establish work schedules to effectively meet production, quality, service, and cleanliness standards.

Management Responsibilities

1. Determine work schedules offered and maintain records of schedules.
2. Make any work schedule a condition of employment when hiring.
3. Ensure adequate staffing is provided to Exceed the Guests' Expectations.
4. Make team members aware of schedule and any schedule changes.
5. Post schedules by Friday morning of each week for the upcoming week.
6. Verify hours worked by team members.
7. Staff to grow sales.
8. Match team member's skills with assigned position.

FRATERNIZATION POLICY

To maintain an appropriate and fair division of responsibilities between management and those individuals they manage. To uphold real and perceived fairness in the relations of management personnel and all personnel they manage. It is unacceptable for team members and managers of Company involved in management/team member relationships to carry on personal/intimate or dating relationships.

FAMILY MEDICAL LEAVE POLICY

Any employee who has worked for the company for twelve months or more may be granted leave under the terms of the Family Medical Leave Act. This leave may be up to twelve weeks in length, after which the employee may return to their original position or a substantially similar position at the same rate of pay.

Family and Medical leave is unpaid time off, however the employee may elect to use any earned vacation or sick pay during this period. Health Insurance will be continued during this period, but any cost which are normally born by the employee (such as dependent health coverage), must be repaid either before, during or after the leave, at the discretion of Company Management.

Company Management reserves the right to extend beyond twelve weeks or to grant leave for an employee who has worked less than twelve months, if appropriate to the employee's position within the Company. These exceptions will be a management's sole discretion.





Crisis

A Crisis as it relates to CiCi's restaurants can be defined as: any situation that has the potential to significantly harm or injure a guest or a team member, to interfere with restaurant operations, or could have a negative impact on our image and our ability to do business.

If any unusual situation occurs, notify your Franchisee and Brand Excellence Manager immediately.

The situation may grow into a crisis situation.

The most important factors in a crisis of any kind are:

1. How quickly you identify the crisis
2. How quickly you respond.

When a company does not have the tools in place to monitor for a crisis or reputation attack, the response can be delayed giving the media and consumers time to take control of the crisis and the message around it.

When a crisis strikes, it is to be brought to the attention of the Franchisee, your BEM and Geoff Goodman who will immediately decide the seriousness of the concern, assess the situation and threat. The Crisis Team will decide whether or not the PR team is brought in at this time and what steps are to be taken. This step needs to happen quickly so that a controlled statement can be generated which shows consumers and guests that CiCi's takes these types of concerns very seriously.

Crisis Team

- ☐ Geoff Goodman, VP of Brand Excellence, ggoodman@cicispizza.com, 972-745-9381 (office), 469-386-2175 (cell)
- ☐ Nancy Hampton, Chief Value Officer, nhampton@cicispizza.com, 972-745-9311 (office), 214-914-9139 (cell)
- ☐ SPM Communications, 817-329-3257 (CiCi's Media Hotline)

Do not comment on any issue until you have spoken with the Crisis Team. If you or any other member of the team is asked any questions, get their information and tell them someone from the Support Office will call them back right away.

- ☐ All the facts need to be gathered and provided to the Crisis Team:
- ☐ Names of those involved
- ☐ The time of day
- ☐ Write down exactly what happened
- ☐ Team member reports
- ☐ What was seen?
- ☐ How was the situation left?
- ☐ Were law enforcement or emergency personnel involved?
- ☐ How many people were in the restaurant?
- ☐ Media: get the name, paper or TV station, contact information, and the situation they are asking about.
- ☐ If there is any injury or emergency that involves law enforcement or other city departments, any response needs to be cleared through legal and law enforcement before a statement is made. Names

of injured or deceased people are never to be released. Never disclose any dollar amounts in a situation where there is monetary loss.

☐ Please let the media know that you are not a spokes person for the brand and that they can call CiCi's

corporate marketing for a statement and that you do not have any further information at this time.

☐ Never let camera crews or photographers into your restaurant or on site without prior approval.

Use the ABC'S when dealing with a crisis of any kind:

Access the situation

☐ Determine what it is and how to handle it

Brief the Crisis Team

☐ Call the Crisis Team and alert them to the crisis

Collect the Facts

☐ Gather all the information you can about the crisis

Send media questions to the Crisis Team

☐ Send any inquiries to the Crisis Team so they can respond accordingly



Emergency Checklist

BOMB THREATS CHOKING FIRES PRODUCT DURING A
CONTAMINATION ROBBERY

1.Call 911 1.Assist the person 1.Call the fire
2.Calmly evacuate the 2.See if there is a department (911) 1.Obtain guests: 1.DO NOT
RESIST IN
premises and trained medical 2.Remain calm name, address, ANY WAY
secure the building person in the 3.Quickly exit all phone # 2.Only speak when
3.DO NOT touch or restaurant guests and team 2.Record time and addressed
remove device if 3.Use 5 back blows members through date of incident 3.Give the
Robber
spotted 4.Obtain name, nearest door 3.Contact your whatever is
4.Call Franchisee and address, phone # of 4.Double check to Franchisee and
requested
Brand Excellence -Victims make sure everyone BEM 4.Get robbers out as
Manager -Witnesses is safe 4.Complete an quickly as possible
5.Enter building ONLY 5.Record date and incident report form 5.Record mental
after police have time picture of Robber
indicated it is safe to 6.Contact your 6.Try to determine
proceed Franchisee and type of escape
BEM vehicle.
7.Complete incident 7.DO NOT BE A
report form HERO!

BURGLARY DEATH OR LIFE- POWER OUTAGES SEVERE WEATHER AFTER A
ROBBERY
THREATENING

1.NEVER enter the INJURY Daytime Outages Tornadoes 1.Lock the door
restaurant if a 1.Do not serve any When a tornado is 2.Call the Police (911)
burglary is 1.Remain calm - Call food approaching 3.In regards to
suspected 911 2.Keep walk-in door IMMEDIATE ACTION Amount stolen reply:
2.Call the police (911) 2.See if trained closed is necessary "An undetermined
3.After police clear the medical person is in 3.Put all excess funds Seek Shelter away
amount"
restaurant, the restaurant in the safe, lock safe from Windows. 4.DO NOT TOUCH
determine what was 3.Calm others and get 4.Determine duration (kitchen area or
ANYTHING
taken names, addresses, of outage restrooms) 5.Call your franchisee
4.Contact your phone #'s and 5.If extended period of and BEM
franchisee and BEM statements from time call franchisee Supplies 6.Ask witnesses to
witnesses Tornadoes, Floods & remain until police
4.Call your franchisee When Power is Hurricanes arrive
and BEM Restored: • flashlights 7.Determine amount
5.Gather Information: 1.Temp all product • spare batteries of cash stolen
-who, what, when, Products in danger • masking tape 8.Write down account
where, why and how zone should be • battery radio of what happened
6.Get names of discarded
injured/deceased, 2.Create new product
list injuries, and care
given Night Time Outages:
1.If you have
emergency lights,
do above steps
2.If Not: Use flashlight
to evacuate guests.
Then follow above
steps.
3.Lock Doors! Do
Not reopen until
power is restored

POST THIS CHECKLIST NEAR THE PHONE

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Emergency Contact List

Store #: _____

PERSON PHONE NUMBER CELL PHONE

FRANCHISEE

BEM

DIRECTOR OF OPERATIONS – Quinn Newhall 720-244-1173

MGR

MGR

JMC REPRESENTITVE

FRANCHISEE HOTLINE 877-675-4948

MEDIA HOTLINE 817-329-3257

POLICE DEPARTMENT

FIRE DEPARTMENT

AMBULANCE

NON-EMERGENCY CLINIC

CITY

USE ONLY AUTHORIZED REPAIR COMPANIES WHILE ITEMS ARE IN WARRANTY

ITEM APPROVED VENDOR CONTACT PERSON PHONE NUMBER EMAIL

GENERAL REPAIR

SERVICE

24 HOUR ICE

AWNING

SERVICES

BUFFET

WARMERS

CARPET

CLEANER

CO2

COKE

DISH MACHINE

DOUGH

MIXER

DOUGH

PRESS

ELECTRICIAN

HELIUM

ICE

MACHINE

MAKE

TABLE

OVENS

PASTA

COOKER

PLUMBER

PRODUCE

SALAD BAR

SECURITY

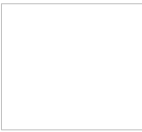
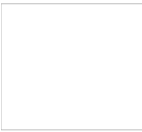
SMALLWARES

TV

WALK-IN

WINDOW

CLEANER





Evacuations, Fire and Power Outages

Emergency Evacuations

In case of a fire, earthquake, gas leak, or any other emergency, it may be necessary to clear the store of all personnel and guests.

1. Remain calm. Keep all team members and guests calm and orderly.
2. Quickly exit all team members and guests through the nearest exit door.
3. Check to see that everyone has left the restaurant before you leave.
4. The rear exit door to the store **MUST NOT** be barred or otherwise mechanically locked any time the store is occupied. It must be able to open by tripping the panic hardware.
5. Double check to make sure everyone is safe and not injured.
6. Call police or fire department.

Equipment Failure (Major)

In the event of an equipment failure that would force your restaurant to close, use the following procedures:

1. Contact your Franchisee.
2. Contact your BEM.
3. Contact JMC.
4. Contact approved service company and ask them for emergency service as soon as possible.
5. If there is a dangerous situation involved, do whatever is needed to insure the safety of all guests and team members.
6. Do everything within your power to stay open as long as it is safe.

Fires

Fire procedures are necessary to protect our guests and team members and to keep property damage to a minimum. If a fire breaks out in your restaurant, call 911/fire department and give the following information:

1. The nature of emergency.
2. Your name.
3. The complete street address (be prepared to spell the street name)
4. The closest street intersection.
5. A call back number (a telephone number where you can be reached). Do not stay at the phone to wait for a call back if you are in danger.

Handling Small Fires

For a fire that is small in nature:

1. Remove everyone from the immediate danger area. (The immediate vicinity of the fire, not an evacuation of the premises)
2. If the fire is small and confined to one object (such as a trash can), locate the fire extinguisher

appropriate for suppressing that type of fire and use it.

3. Never attempt to suppress a fire unless:

You know how to operate the fire extinguisher.

You have the appropriate type of fire extinguisher.

The fire is small.

You have access to an exit if you fail to put the fire out.

4. If the fire is large or out of control, evacuate the premises. Read Emergency Evacuations section above.

After a Fire

After the fire is out, take all measures to protect restaurant property from any further damage due to water, weather or looting. Notify your Franchisee and Brand Excellence Manager. Complete an incident report.

Power Outages

Do the following to ensure the safety of the guests and the security of your restaurant, if

you lose power,
then contact your Franchisee and Brand Excellence Manager.

Daytime Power Outages

1. Do not serve any food. With the power off, food will be in the danger zone very quickly.
2. Keep the walk-in and all other refrigerated doors closed.
3. Put all excess funds in the safe, lock safe.
4. Turn off ovens to avoid power surge when power is restored.

When the power is restored:

1. Enter any manual transactions into the register.
2. Temp all products - product in the danger zone should be discarded.
3. Create new product as fast as possible.
4. Call local CiCi's restaurants and JMC for help with product.

Night Time Power Outages

1. If you have emergency lights, follow the above instructions.
2. If emergency lights are not on, use flash lights to evacuate all guests, then follow the above instructions.
3. Keep doors locked. DO NOT open restaurant until power is restored.



Injuries and Life Threatening Incidents

When notified of any unusual situation, (whether crisis or emergency), your first steps should be:

1. Administer first aid or emergency procedures required to save lives or prevent injuries.
2. Call emergency personnel: POLICE, FIRE, PARAMEDICS (911)
3. Contact your Franchisee and Brand Excellence Manager and provide a full report on the situation.

BE SURE TO POST YOUR EMERGENCY CHECKLISTS BY THE PHONE

Bomb Threats

Sometimes our restaurants may receive a call informing us that we either have a bomb in the restaurant or that a bomb will explode. Although these situations may be a hoax, we must take each incident seriously.

1. Remain calm - call 911, calmly have everyone leave the building, secure the building, and wait outside for further instructions.
2. Do not touch or remove the device if spotted!
3. Notify the Franchisee and the Brand Excellence Manager.
4. Stand by for additional information from emergency personnel.
5. Enter the building only after police have indicated it is safe to proceed.

Choking

In response to a child or adult choking:

1. Assist the person.
2. Ask if there is a trained medical person in the restaurant (i.e., a doctor, paramedic, nurse).
3. Use "the five and five". Five back blows to attempt to remove object, if the five back blows are unsuccessful in removing the airway obstruction, then use five "abdominal thrusts" to remove the obstruction.
4. Obtain name, address, phone number and email address of victim and witnesses; record the time, date and a description.
5. Contact your Franchisee and Brand Excellence Manager.
6. Complete an incident report.

Damage to Restaurant

If you are involved in an incident that involves major physical damage to a restaurant, this includes fire,

vandalism, windstorm, water, etc which results in the store being closed to the public.

1. Perform emergency evacuation procedures listed in this chapter.
2. If safe, post a team member outside the restaurant to explain to guests that the restaurant is closed.
3. If it is not safe, try to post a notice on the door stating that we are closed, when we will re-open, and apologize for the inconvenience.

Death or Life Threatening Incidents

If you are involved in a situation that includes death or a life-threatening injury to a guest or team member:

1. Remain calm - call 911 and calm others.
2. Do whatever you can to limit the extent of injuries. Ask if a doctor, nurse, police officer, paramedic or person trained in first aid is present.
3. Once the situation is stabilized, get names, phone numbers and statements from witnesses and team members.

4. Contact your franchisee and Brand Excellence Manager.
5. Gather information: Have everyone involved try to answer basically six questions:
WHO, WHAT,
WHEN, WHERE, WHY & HOW.
6. Get the names of any injured or deceased.
7. Describe the extent of injuries and the care administered to the injured.
8. List hospital(s) to which injured have been taken.
9. Have we helped team members, families, or guests in the restaurant?
10. Do we have contact numbers? Do they have contact numbers?
11. Your franchisee, Brand Excellence Manager or the CiCi's Crisis Team will help with information or questions that may arise.



Product Contamination

Food is considered contaminated when it contains hazardous substances. These substances may be Biological, Chemical, or Physical. The most common food contaminants are Biological. These are from the micro world, bacteria, parasites, viruses, and fungi.

Biological Contaminates

Biological contaminants include:

1. Bacteria
2. Viruses
3. Parasites
4. Fungi
5. Biological Toxins

To protect against Biological Contamination you have to prevent cross contamination and food spoilage.

Utilize the tools available to you. The OMC Checklist, Prep to Build Chart, Production Chart, Proper rotation of products (FIFO), STARS Hand Washing Chart.

Chemical Contaminates

Chemical Contaminates include:

1. Chemicals found in the restaurant (cleaning supplies)
2. Pesticides
3. Sanitizers
4. Equipment Lubricants
5. Toxic Metals

To protect against Chemical Contamination you have to store all chemicals in their proper container and only store them at the chemical rack away from food or equipment used for food prep. Follow the specified directions when using chemicals. Use caution when using chemicals during operating hours to prevent cross contamination.

Physical Contaminates

Physical Contaminates include:

1. Metal shavings from can opener
2. Staples
3. Band-Aids
4. Fingernails
5. Hair

To protect against Physical Contamination adhere to the uniform policy for all team members and managers.

Follow proper prep procedures, and visually inspect products. Change can opener blade at the first sign of dullness.

Consequences of product contamination are injury, food poisoning, loss of guests and negative publicity in your market place.

Steps to be taken in a case of contamination are:

1. Fill out an Incident Report Form 100% with the guest or team members.
2. Contact your franchisee and Brand Excellence Manager.

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Critical Control Points

At CiCi's there are points in the flow of food where hazards can be prevented, eliminated or reduced to safe levels. These are Critical Control Points (CCP's). For some processes or items there may be more than one CCP. Below you will find a list of CCP's for the items and processes at CiCi's Pizza.

Cheese

Preparation Steps:

- Delivered and stored in refrigeration until needed.

Critical Control Points:

- Receiving

Monitoring Procedures:

- Approved Vendor (JMC)
- Check for spoilage (no less than 2 weeks, no older than 6 months)
- Check for cut, open, or punctured boxes/bags
- Proper rotation (FIFO) and labeling

Corrective Actions:

- Label DO NOT USE and return to supplier (JMC)

Preparation Steps:

- Removed from walk-in and shredded/processed prior to pizza assembly
- Prepared cheeses are stored in reach-in or walk-in refrigeration

Critical Control Points:

- Prep

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed

- Proper rotation (FIFO) and labeling

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices

Preparation Steps:

- Assemble ingredients on pizzas and cook in ovens

Critical Control Points

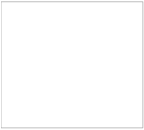
- Cook

Monitoring Procedures:

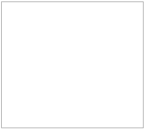
- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices



Dough



Preparation Steps:

- Flour, yeast, salt, sugar, oil, dough mix additive are stored in the proper storage areas (dry storage and walk-in) until needed.

Critical Control Points:

- Receiving

Monitoring Procedures:

- Approved Vendor (JMC)
- Check for cut, open, wet or punctured boxes/bags
- Proper rotation (FIFO) and labeling

Corrective Actions:

- Label DO NOT USE and return to supplier (JMC)

Preparation Steps:

- Removed from dry storage and walk-in and prepared prior to pizza assembly
- Prepared dough is stored in walk-in refrigeration for a minimum of 7 hours, no longer than 48 hours

Critical Control Points:

- Prep

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed
- Proper rotation (FIFO) and labeling

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices

Preparation Steps:

- Removed from walk-in to cook area, adhere to dough warming procedures (dough must warm for at least 10 minutes, no longer than 45 minutes, temperature must be below 65° F

Critical Control Points:

- Cook

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices



Meats

Preparation Steps:

- Delivered and stored in refrigeration until needed.

Critical Control Points:

- Receiving

Monitoring Procedures:

- Approved Vendor (JMC)
- Check for spoilage
- Check for cut, open, or punctured boxes/bags

- Proper rotation (FIFO) and labeling

Corrective Actions:

- Label DO NOT USE and return to supplier (JMC)

Preparation Steps:

- Removed from walk-in prior to pizza assembly
- Opened bags are stored in reach-in or walk-in refrigeration

Critical Control Points:

- Prep

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed
- Proper rotation (FIFO) and labeling

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices

Preparation Steps:

- Assemble ingredients on pizzas and cook in ovens

Critical Control Points

- Cook

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices



Pasta Noodles

Preparation Steps:

- Delivered and stored in dry storage until needed.

Critical Control Points:

- Receiving

Monitoring Procedures:

- Approved Vendor (JMC)
- Check for cut, open, or punctured boxes/bags
- Proper rotation (FIFO) and labeling

Corrective Actions:

- Label DO NOT USE and return to supplier (JMC)

Preparation Steps:

- Pasta noodles are cooked in pasta cooker
- Prepared pasta noodles are stored in reach-in or walk-in refrigeration

Critical Control Points:

- Prep

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed
- Proper rotation (FIFO) and labeling

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices

Preparation Steps:

- Pasta Noodles are re-heated in batches and as pizza toppings

Critical Control Points

- Cook

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices



Produce

Preparation Steps:

- Delivered and stored in walk-in refrigerator until needed.

Critical Control Points:

- Receiving

Monitoring Procedures:

- Approved Vendor in compliance with local, state, and federal law
- Check for spoilage, mold, infestation, cuts, mushiness, discoloration, or unpleasant odors
- Check for cut, open, or punctured boxes/bags

- Proper rotation (FIFO) and labeling

Corrective Actions:

- Do not accept if signs of spoilage or tampering are evident

Preparation Steps:

- Pasta noodles are cooked in pasta cooker
- Prepared pasta noodles are stored in reach-in or walk-in refrigeration

Critical Control Points:

- Prep

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed
- Proper rotation (FIFO) and labeling

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices

Preparation Steps:

- Pasta Noodles are re-heated in batches and as pizza toppings

Critical Control Points

- Cook

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices



Sauces

Preparation Steps:

- Delivered and stored in walk-in and/or dry storage until needed.

Critical Control Points:

- Receiving

Monitoring Procedures:

- Approved Vendor (JMC)
- Check for spoilage
- Check for cut, open, wet or punctured boxes/bags
- Proper rotation (FIFO) and labeling

Corrective Actions:

- Label DO NOT USE and return to supplier (JMC)

Preparation Steps:

- Removed from walk-in prior to pizza assembly
- Opened bags are stored in reach in or walk in refrigeration

- Prepared sauces are stored in reach in or walk in refrigeration

Critical Control Points:

- Prep

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use

- Proper recipes followed
- Proper rotation (FIFO) and labeling

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices

Preparation Steps:

- Assemble ingredients on pizzas and cook in ovens

Critical Control Points

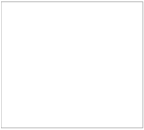
- Cook

Monitoring Procedures:

- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of equipment and utensils
- Sanitizing buckets in use
- Proper recipes followed

Corrective Actions:

- Enforce standard operating procedures and recipes
- Retrain team members/managers proper procedures
- Retrain personal hygiene practices



Buffet Products

Preparation Steps:

- Products are prepared and/or cooked in the oven and placed on the buffet

Critical Control Points:

- Buffet

Monitoring Procedures:

- 25 minute rule adhered to
- Team Members adhere to handwashing charts when handling ready-to-eat foods
- Proper sanitation of buffet and utensils

- Sanitizing buckets in use

- Manager executing from the Guests First Intersection to monitor buffet quality and guests

- Buffet and Staging Warmers at 150° F

- Pizzas maintain an internal temperature of 135° F or higher

- Pasta sauces maintain an internal temperature of 150° - 160° F

- Salad bar is maintained at 33° - 40° F

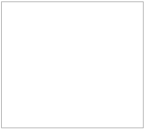
Corrective Actions:

- Remove product that does not meet the temperature requirements

- Remove products that are touched or handled by guests or team members

- Enforce standard operating procedures and recipes

- Retrain team members/managers proper procedures

- Retrain personal hygiene practices
- 

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Robberies

Robberies do occur in CiCi's restaurants. You cannot prevent all robberies, but you can reduce the chance of them happening. Most robberies happen near the times of opening and closing, but can happen at any time during the day. Almost all injuries result from victims who RESIST.

Preventing Robberies

The intent of a robber is to get the most money with the least amount of risk. Learn and use the following rules

for you, your team members, your guests' safety, and to protect your store's assets.

Always think security.

Resolve any and all doubts by notifying the manager on duty who will in turn call the police. Never ignore a

feeling of something being "funny" or "not quite right". The police will not criticize you and would rather

receive a false alarm than miss the opportunity to prevent or detect criminals in action.

With any type of robbery notify your Franchisee and Brand Excellence Manager!

Be Watchful of Individuals Who Are:

1. Wearing hats, sunglasses, gloves, or any article of clothing obviously not in conformity with the time of year or location.
2. Loitering for a long period of time near the area that gives them the best view of the restaurant or safe.
3. Asking about store operations, hours, number of employees, etc.
4. Asking questions about security equipment, (alarms, cameras, etc.)
5. Looking around the premises for a long time, leaving, and then returning a short time later.
6. Sitting in their car outside the store for a long period of time.

Cash and Cash Handling

1. Keep safe locked; NEVER USE DAY LOCK. Fully turn dial when locking.
2. Be extremely alert when leaving bank. Vary the time and route and never walk to the bank. Robbers will wait outside the front or back of the store for the manager going to the bank.
3. Vary your route to the bank as much as possible. Repetitive routines are often targeted by robbers.
4. Pre-shift drawer counts must be performed every shift, and documented on cash log sheets, and signed by manager and guest greeter.
5. Place cash drops from registers in safe throughout the day at least every 15 minutes.
6. If level of store sales warrants, deposits can be made twice daily; once in the morning before opening and again after shift change at dinner. When deposits are made, exit through the front door only.
7. Keep minimum amounts of cash on hand by making regular deposits.
8. Make midday deposits if directed to, by Franchisee/Brand Excellence Manager.
9. When leaving the restaurant, lock ALL store monies in the safe.

Daily Security

1. Check the building perimeter for unusual or suspicious activities before entering/exiting the restaurant.
2. Check lighting and security equipment daily.
3. All trash should be dumped before dark with remaining trash held until next morning.
4. Before closing, move your vehicle to a well-lit area near entrance.
5. Keep all lights on until you leave.
6. Check restrooms and corners of the restaurant before locking doors.
7. Keep all doors securely locked after closing.

Guests

1. Do not allow anyone but scheduled team members into the restaurant outside of regular business hours.
2. Make eye contact and greet every guest in your restaurant.

3. Loiterers, with no apparent intention of dining, should be approached and asked if we can help them.

When it is determined that their intentions are to continue to loiter, notify police.

4. Report vehicles that are hanging around or are seen frequently with no apparent purpose.

5. Trust your instincts. If you feel threatened by a loitering individual, take a description and be cautious.

Call Police whenever you are threatened or decide it is necessary.

Optional Security Procedures

1. Provide a discount on meals for local police officers in uniform.

2. Use after hours depositories for Sunday deposits at your local bank.

3. Use shopping center security where available.

4. Recommend to your Brand Excellence Manager or Franchisee the installation of additional security cameras if the environment warrants it. They are immediately recognized as a security improvement and cause a potential thief to consider the restaurant more secure.

Paperwork

1. Keep store receipts out of guest's view. Never discuss the store's sales volume with anyone (not even

with friends) especially in any public place such as party, ball game, etc.

2. Managers must not disclose store volumes to other team members nor should reports disclosing such information be accessible by team members.

3. Disclosure of such confidential information is grounds for immediate termination.

4. The information is confidential, and the more people who know, the greater that potential robbers could know.



Team Members

1. Never leave the restaurant without telling a team member in the restaurant where you are going and when you will be back.
2. The back door should be opened by members of the management team only. Before opening the door, use the peep hole to recognize the person who wants in. ONLY open the back door for APPROVED vendors and SCHEDULED team members.
3. Be more cautious after closing and NEVER open, unlock, or allow team members to go out the back door of the restaurant after dark.
4. When locking up the restaurant, one of you should go get into your car, lock the doors, turn on the lights and drive to a point in plain view of the other person still in the restaurant.
5. The one locking the restaurant can then go out to their car. This way, at least one person is always in position to call or go for help.

During a Robbery

1. The goal is to ensure the safety of team members and guests, and to reduce the amount of time that anyone is in danger.
2. Do not resist in any way. There is no amount of money that is more important than your safety and the safety of others in the restaurant.
3. Only speak when directly addressed. Don't be a "hero". Heroes will be terminated.
4. Give the robber whatever is requested, and follow his/her instructions.
5. Try to help the robber(s) out of the restaurant as quickly as possible.
6. Form a mental picture of the robber in your mind for identification.
7. After the robber(s) leaves the restaurant, try to determine the type of escape vehicle (if any) and write down the license plate number. DO NOT put yourself in jeopardy to do so.

After a Robbery

1. Once the robber(s) is gone you must immediately react.
2. Lock the door.
3. Call the police or 911.
4. Stay on the telephone until the officer states that you have given all the information needed.
5. If questioned about the amount of money lost, reply "an undetermined amount." (Disclosing the amount advertises for future robbers and jeopardizes safety.)
6. Explain that the Franchisee or BEM will let the police know this as soon as it has been determined.
7. Isolate the part of the cash handling area and other things that might have been touched by the robber(s).
The police will be looking for evidence such as fingerprints.
8. If applicable, remove the security tape and place it in the safe.
9. Call your Franchisee, who will in turn call the BEM. The Franchisee will assist the store manager in making a written report.
10. Ask guests (witnesses) to remain until the police arrive. Otherwise, take their name, address, telephone number and email address.
11. Run a trial balance to help determine the amount of cash stolen.
12. Write an account of what happened as soon as possible while the events are still fresh in your mind.
13. Cooperate with the police.
14. Tell police about the security tape and give it to them (if applicable).
15. Do not give details about robbery to any sources outside the Company, except the Police.

Documenting the Robbery

Have each team member write down what they saw and heard during the robbery. Do this before they have a chance to talk about the robbery among themselves so details will not be forgotten.

Description of Suspect

1. Age
2. Height and Weight
3. Build.....thin, average height, heavy or fat
4. Eyes and hair color, if unknown, determine if light or dark
5. Race
6. Color/type of clothing....suit, sport clothes, jeans, hat, gloves, etc.
7. Visible characteristics....tattoos, scars, limp, etc.

Method of Escape

1. Vehicle description/License plate number/Direction

Suspect's Voice

1. Many times a suspect can be identified by comments made or the sound of their voice.
2. Did the suspect have an accent, drawl, or speech impediment, high or low pitched?

Weapon

There are many types of guns. Specific items to observe are:

1. The type and color of the gun.
2. The hand in which the gun was held.
3. Where the gun was when it first became visible to you...holster, pocket, waistband.



Theft

Theft Policy

1. Anyone stealing will be prosecuted to the full extent of the law.
2. Any team member proven to have stolen product, smallwares or money will be terminated and vigorous prosecution will be pursued.
3. All team members are responsible for reporting instances of possible employee theft to the Manager or Franchisee.
4. If a team member makes a false statement (oral or written) to a manager about their knowledge of a theft matter, this is basis for immediate termination.

External Theft

Counterfeit Money: Most counterfeit money looks counterfeit. The key to spotting it is to look at each bill as it comes in.

1. Is the right portrait on it? Some counterfeiters cut off the corners or edges of a bill and tape on the numbers of a higher denomination.

Bill Denomination Portrait Bill Denomination Portrait

\$1 George Washington \$5 Abraham Lincoln

\$10 Alexander Hamilton \$20 Andrew Jackson

\$50 Ulysses Grant \$100 Benjamin Franklin

2. Do the words at the bottom of the portrait match the numbers in the corners?
3. Is engraving clear? Check Treasury Seal to the right of portrait. You should be able to see printing on the seal through the denomination printed over it. Counterfeit bills may be smeared or dark in this area.
4. Does the paper feel right? Counterfeit bills may have a different texture or weight to the paper.
5. Newer bills have watermarks, micro printing and thick bands inserted into the paper. Use these to help validate authenticity.
6. Use a counterfeit Pen to mark bills to determine if the bill is real or not.

Short-Change Artist

A short-change artist is an individual who specializes in confusing a money handler.

This person generally

enters the restaurant and makes a small purchase paying with a \$10, \$20, \$50 or \$100 bill. They wait for the cashier to start counting the change back, and then interrupt by asking that change be made differently.

Preventive Measures:

1. Lay the bill(s) heads up and facing you across the drawer until change has been counted back to the guest.
2. When the guest hands you a bill, make eye contact with them and say "Out of (bill denomination)."
3. Do not give back the original bill.
4. Do not give big bills for little bills (i.e. a \$20 bill for three \$5's and five \$1's.)

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Weather Crisis

Storms: Floods, Hurricanes and Tornadoes

Floods, hurricanes and tornadoes are regional concerns. If your store is located in an area where one or more of these are common, adhere to the following procedures.

1. When a storm approaches, **IMMEDIATE ACTION** is necessary and can make the difference between life and death.
2. When possible, seek inside shelter, preferably in a tornado cellar, underground excavation, walk-in cooler, or steel-framed door.
3. In a CiCi's restaurant, the safest place to be is in the kitchen area, walk-in, or restroom. **STAY AWAY** from windows and electrical panels.

Preparing for a Storm

Team Members

1. Keeping our team members safe is our first priority in any situation.
2. Keep an updated team member phone list.
3. Have team members call a specific phone number for an update on when and where to report to work after the storm, i.e. cell phone, home phone, or restaurant phone.

Emergency Supplies

1. Flashlight
2. Spare batteries
3. Masking tape for taping windows and glass doors
4. Battery-powered radio

Electricity

Before leaving the restaurant, turn off the electrical supply to the restaurant at the fuse box.

Glass Windows and Doors

1. Arrange with your Franchisee or BEM to have a contractor board up the restaurant's windows and glass doors.
2. Restaurants in areas where violent storms occur often should pre-arrange services thru their Franchisee or BEM.
3. If appropriate, place masking tape on the outside of all windows and glass panes in a diagonal corner-to-corner manner.

Inventory

1. For restaurants in flood susceptible areas, give priority to inventory and supplies.
2. Move any raw goods to the highest shelf possible.
3. Move products away from windows and off the floor.
4. Place restaurant reports, stationary, supplies, etc., in upper drawers of the filing cabinets.

Security

Contact your alarm company and advise them that the restaurant is being evacuated.

Returning After a Storm

When returning to the restaurant, be aware of potential hazards such as loose electrical wires, fallen or low-hanging wires, puddles of water touching fallen wires, objects in contact with power lines, etc. Use the following list to prepare your restaurant for operation:

1. Call police and/or utility company immediately to report hazards such as live wires, power lines, broken gas/water mains, or overturned gas tanks.
2. **BEFORE** turning on electricity, carefully inspect restaurant interior.

3. Check for water damage. If water is present, determine if it entered under the doors or through the ceiling.
4. If water has come through the ceiling, notify utility company, the CiCi's construction department, your Brand Excellence Manager and landlord for advice. When you are certain it is safe to turn on electricity.
5. Inspect all electrical outlets and equipment for malfunctions.
6. If there is a problem, turn off the electricity at the fuse box and notify your Electrician. (Contact your construction company or CiCi's construction department for advice and help.) Inform the General Manager, the Franchisee, then the Brand Excellence Manager when your restaurant is ready to resume operation.



* Give Every Guest a Receipt! * Count Change Back to Guests!
 * Never Give Big Bills for Small Bills! * Get a Manager for any Bill over \$20! Nightly Cash
 Count Rolled Loose Coins Coins Pennies Nickels Dimes Quarters Misc. Bills \$1 \$5
 \$10 \$20 \$50 \$100 0 SUM02/18/2011

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M__GG__M__GG__M__GG__M__GG__M__GG__M__GG__
M__GG__

Time Out:

Manager

CASH DRAWER LOG SHEET PM Shift Drawer Log Sheet Manager: Guest Greeter:

Time In: Beginning Bank GG Beginning Register X Reading Ending Register X

Reading Sales for the shift Over ring Sales Paid Outs Credit Cards Beginning Register

Bank Cash Drops Total Cash in Drawer (=) Over/Short Drop M___ GG___ Drop M___

GG__ Drop M__ GG__ Drop M__ GG__ Drop M__ GG__ Drop M__ GG__

Drop M__ GG__ Sum Manager Signature Guest Greeter Signature Forms Page 1

Date:

M__ GG__ Drop Drop M__ GG__ Drop M__ GG__ Drop M__ GG__ Drop
M__ GG__ Drop M__ GG__ Drop M__ GG__

AM Shift Cash Drawer Log Sheet Manager: Time In: Beginning Bank Manager Drop
M__ GG__ Drop M__ GG__ Drop M__ GG__ Drop M__ GG__ Drop M__
GG__ Drop M__ GG__ Drop M__ GG__ © 2011 CiCi Enterprises, LP – All Rights
Reserved
Time Out:

Guest Greeter: Date: GG Beginning Register X Reading Ending Register X Reading
Sales for the shift Over ring Sales Paid Outs Credit Cards Beginning Register Bank
Cash Drops Total Cash in Drawer Over/Short Drop Drop Drop Drop Drop Drop Drop
Sum Manager Signature Guest Greeter Signature

[174](#) [175](#) [176](#) [177](#) [178](#) [179](#) [180](#) [181](#) [182](#) [183](#) [184](#)



Side Work/Running Duties Side Work/Running Duties 02/18/2011

Date: _____ Manager: _____

Plan

Game Primary & Support Positions Primary & Support Positions

Monday

Out time Out time

Time Time
In In

n Name
Name
Lunch r n i D Forms Page 2

e

Duty Completed

Focus

Plan Position/Team Member Guest Greeter Guest Greeter Stocker Stocker Cook Cook
Cut Cut Dish Dish Service Assistant Service Assistant Prep Zone Prep Zone Duties
Assigned To:

Game

Monday Manager Goals for the day: Labor goal: _____ Actual L% am
_____/pm _____ Labor goal: _____ Actual: _____ AM _____ PM
_____/pm _____ SPLH goal: _____ Actual am _____/pm _____ SPLH goal:
_____/pm _____ Actual: _____ AM _____ PM _____ Sales goal: _____ Actual am
_____/pm _____ Sales goal: _____ Actual: _____ AM _____ PM
_____/pm _____ Waste goal: _____ Actual am _____/pm _____ Waste goal:

_____ Actual: _____ AM _____ PM _____ Other:
_____ Other:

_____ S*T*A*R*S – Who
Will You Develop Today Position © 2011 CiCi Enterprises, LP – All Rights Reserved

MondayZone Cleaning Duties Clean area baseboards Clean light fixtures and cup
rack dolly Clean outside window ledges Detail buffet warmer, warmer tops & posts
Detail stretch table, legs and shelf Wash all medium screens and run thru oven Detail
cut table, shelf & ticket minder Detail pizza box shelving and walls Deck brush walk-in
and clean walk-in walls Deck brush restroom floors & baseboards Detail table
cleaning cart/ high chairs, boosters Empty salt & pepper shakers and wash Detail prep
tables, legs and shelves Clean walk-in racks (metro shelving, dunnage racks)
MONTHLY CLEANING/ DUTIES Manager Goals for the day: Name

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Actual Lbs Used Over/Under Actual Lbs Used Over/Under 02/18/2011

Store successes
Marketing events Shops/IVR results New Team Members

x40 = X 15 = Projected = Usage x40 = X 15 = Projected =
New products Perfect product review Safety/Security
Motivate: Team member recognition STARS Cheer!
and PMCHEESE COUNT = Ending - - - - Actual - = Ending - - - - Actual -
Usage

Shift Meeting Agenda:

Communicate: Large orders/groups Op Evals Educate: New procedures
Focus of the day AMPurchased + + + Purchased + + +
Beginning Beginning

Projected Usage in Lbs Projected Usage in Lbs
AMSHIFT Bus Tubs Sales X.04= PMSHIFT Bus Tubs Sales X.04=
Cases Cases

Forms Page 3

Produce Order Order On Hand/ Par////////

Notes for communication log:

Item Salad MixRomaine Tomatoes Mushrooms Onions Green Pep. Shredded Lettuce
Other Other Other Other

Mgr Focus Points: _____

Safety/Security: _____

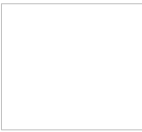
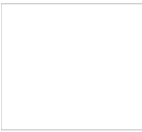
Nightly Inventory On hand/ Par © 2011 CiCi Enterprises, LP –
All Rights Reserved

Quality: Service: Cleanliness: Item Lg Dough trays Md Dough trays 7oz Dough trays Md
Deep Dish Lg Deep Dish Cinnamon Garlic FB Pizza Sauce Pasta Noodles Italiano
Crust

☐ [176](#) [177](#) [178](#) [179](#) [180](#) [181](#) [182](#) [183](#) [184](#) [185](#) [186](#) ☐



Side Work/Running Duties Side Work/Running Duties 02/18/2011



Plan
Game Primary/ Support Position Primary & Support Positions

Tuesday Date: _____ Manager: _____ Out time /////////// Out time ///////////
/////

Lunch In Name Time In Name Time

Dinner Forms Page 4

Duty Completed Focus

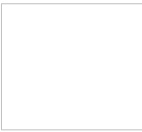
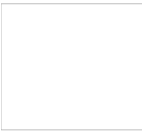
Plan Position/Team Member Guest Greeter Guest Greeter Stocker Stocker Cook Cook
Cut Cut Dish Dish Service Assistant Service Assistant Prep Zone Prep Zone Duties
Assigned To:

Game Labor goal: _____ Actual: _____ AM _____ PM _____ SPLH goal:
_____ Actual: _____ AM _____ PM _____ Sales goal: _____ Actual: _____
AM _____ PM _____ Waste goal: _____ Actual: _____ AM _____ PM _____
Other: _____

Tuesday S*T*A*R*S – Who Will You Develop Today Position © 2011 CiCi Enterprises,
LP – All Rights Reserved

Tuesday Cleaning Duties Clean wall behind salad bar Clean front counter top & front
face Clean all drains with a brush and Pour 2 Gallons of hot water in each drain Clean
all booths and bar stools Clean inside oven hood Clean detail area dunnage/storage
racks Organize storage areas: fur-down, beverage area cabinets Clean game room
walls Clean and organize chemical storage rack Remove gum from sidewalk and deck
brush entrance/sidewalk Fill salt and pepper game room base boards Empty cheese
and red pepper shakers & wash Detail dry storage shelves dunnage/coke rack Clean
walk-in shelving racks MONTHLY CLEANING/ DUTIES Manager Goals for the day:
Name

[177](#) [178](#) [179](#) [180](#) [181](#) [182](#) [183](#) [184](#) [185](#) [186](#) [187](#)



Actual Lbs Used Usage x 40 = X 15 = Over/Under Projected = Actual Lbs Used Usage x
40 = X 15 = Over/Under Projected = 02/18/2011

Store successes
Marketing events Shops/IVR results New Team Members
New products Perfect product review Safety/Security
Motivate: Team member recognition STARS Cheer!
nd PMCHEESE COUNT = Ending - - - - Actual - = Ending - - - - Actual -
Shift Meeting Agenda:

Communicate: Large orders/groups Op Evals Educate: New procedures
Focus of the day AMa Purchased + + + Purchased + + +

Beginning Beginning

Bus Tubs Projected Usage in Lbs Sales X .04= Bus Tubs Projected Usage in Lbs
Sales X .04=
Forms Page 5
Cases Cases

Notes for communication log: _____
_____ Produce Order Order
On Hand/ Par //////////////

Focus Points: On hand/ Par © 2011 CiCi Enterprises, LP – All Rights Reserved

Safety/Security: _____ Nightly Inventory
Quality: Service: Cleanliness: Item Lg Dough trays Md Dough trays 7oz Dough trays Md
Deep Dish Lg Deep Dish Cinnamon Pizza Sauce Pasta Noodles Italiano Crust

Garlic FB



Side Work/Running Duties Side Work/Running Duties 02/18/2011

Date: _____ Manager: _____
Wednesday Game Plan

Primary & Support Positions /////////////// Primary & Support Positions ///////////////

Out time Out time

Time Time
In In

e
Name n Name
Lunch
r n i D

Forms Page 6

Duty Completed

Focus
Position/Team Member Guest Greeter Guest Greeter Stocker Stocker Cook Cook Cut
Cut Dish Dish Service Assistant Service Assistant Prep Zone Prep Zone Duty Assigned
to: Labor goal: _____ Actual: _____ AM _____ PM _____ SPLH goal: _____
Actual: _____ AM _____ PM _____ Sales goal: _____ Actual: _____ AM
_____ PM _____ Waste goal: _____ Actual: _____ AM _____ PM _____
Other: _____

Wednesday Game Plan

Wednesday Zone Cleaning Duties Clean carry out warmer Clean area walls Clean
buffet area base boards Buffet walls including front, (behind and under the warmer)
Clean area base boards Clean area walls Clean area base boards Clean restroom
walls and stalls Clean dish area base boards Clean dish area walls and charts Clean

gameroom floors and under each game Clean chair legs (Loyalty Loop 1) Clean walk-in door (inside & out) including gaskets Clean walk-in walls, light covers and curtain
Monthly Cleaning Duties Manager Goals for the day: S*T*A*R*S – Who Will You Develop Today Position Name © 2011 CiCi Enterprises, LP – All Rights Reserved



Over/Under
Over/Under
Lbs Used
Lbs Used
Actual Usage x 40 = X 15 = Projected = Actual Usage x 40 = X 15 = Projected =
02/18/2011

Store successes

Marketing events Shops/IVR results New Team Members
New products Perfect product review Safety/Security
Motivate: Team member recognition STARS Cheer!
= Ending = = Actual - = Ending = = Actual -
Shift Meeting Agenda:

Beginning Beginning

Communicate: Large orders/groups Op Evals Educate: New procedures
Focus of the day AMand PMCHEESE COUNT Purchased + + + Purchased + + +

Projected Usage in Lbs Projected Usage in Lbs

Forms Page 7
Cases Bus Tubs Sales X.04= Cases Bus Tubs Sales X.04=

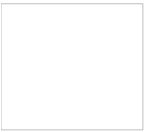
Notes for communication log: _____ Produce Order Order
On Hand/ Par Item / Salad Mix/ Romaine / Tomatoes / Mushrooms / Onions / Green
Pep. Shredded / Lettuce / Other / Other / Other Other

Focus Points: On hand/ Par © 2011 CiCi Enterprises, LP – All Rights Reserved

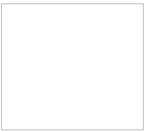
		Nightly Inventory

Quality: Service: Cleanliness: Safety/Security: Item Lg Dough trays Md Dough trays 7oz
Dough trays Md Deep Dish Lg Deep Dish Cinnamon Garlic FB Pizza Sauce Pasta
Noodles Italiano Crust

[180](#) [181](#) [182](#) [183](#) [184](#) [185](#) [186](#) [187](#) [188](#) [189](#) [190](#)



Side Work/Running Duties Side Work/Running Duties 02/18/2011



Date: _____ Manager: _____

Plan

Game

Thursday Primary & Support Positions /////////////// Primary & Support Positions ///////////////
////////

Out time Out time

Time Time
In In

Lunch Name Dinner Name Forms Page 8

Duty Completed

Focus

Plan Position/Team Member Guest Greeter Guest Greeter Stocker Stocker Cook Cook
Cut Cut Dish Dish Service Assistant Service Assistant Prep Zone Prep Zone Duty
Assigned to:

Game

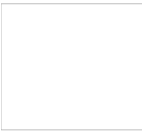
Thursday Labor goal: _____ Actual: _____ AM _____ PM _____ SPLH goal:
_____ Actual: _____ AM _____ PM _____ Sales goal: _____ Actual: _____
AM _____ PM _____ Waste goal: _____ Actual: _____ AM _____ PM _____

Other: _____

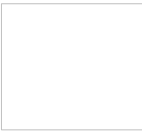
S*T*A*R*S – Who

Will You Develop Today Position © 2011 CiCi Enterprises, LP – All Rights Reserved
Thursday Zone Cleaning Duties Clean clock, pictures & menu board Detail reach in &
salad bar cooler/gaskets Clean entry and exit door thresholds Clean inside of window
ledges Detail outside of the oven Detail dough press Organize all light covers in
restaurant Clean top of oven Detail 3 compartment sinks Detail dish machine IN/OUT
Clean restroom exhaust fans, feminine product receptacles Clean chair legs (Loyalty
Loop 2) Clean food storage buckets and scoops Detail Hobart/take apart cheese grater
& clean Monthly Cleaning Duties Manager Goals for the day: Name

☐ [181](#) [182](#) [183](#) [184](#) [185](#) [186](#) [187](#) [188](#) [189](#) [190](#) [191](#) ☐



Actual Lbs Used Usage x 40 = X 15 = Over/Under Projected = Actual Lbs Used Usage x
40 = X 15 = Over/Under Projected = 02/18/2011



Shift Meeting Agenda: Marketing events Shops/IVR results New Team Members

New products
Perfect product review Safety/Security

Motivate:
Team member recognition STARS Cheer!
Store successes _____

AMand PMCHEESE COUNT
= Ending - - - - Actual - = Ending - - - - Actual -

Beginning Beginning
Communicate: Large orders/groups Op Evals Educate: New procedures
Focus of the day Purchased + + + Purchased + + +

Projected Usage in Lbs Projected Usage in Lbs

Bus Tubs Sales X.04= Bus Tubs Sales X.04=
Cases Cases
Order
Forms Page 9

Notes for communication log: _____
_____ Produce Order On
Hand/ Par //////////////

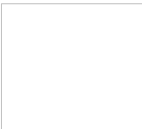
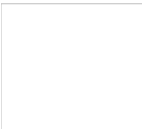
Item Salad Mix Romaine Tomatoes Mushrooms Onions Green Pep. Shredded Lettuce
Other Other Other Other © 2011 CiCi Enterprises, LP – All Rights Reserved

Focus Points: On hand/ Par

Quality: _____ Service: _____
_____ Cleanliness: _____
_____ Safety/Security: _____
_____ Nightly Inventory Item Lg Dough
trays Md Dough trays 7oz Dough trays Md Deep Dish Lg Deep Dish Cinnamon Garlic
FB Pizza Sauce Pasta Noodles Italiano Crust



Side Work/Running Duties Side Work/Running Duties 02/18/2011



Friday Game Plan Date: _____ Manager: _____ Primary & Out Support time
Positions ////////////// Primary & Out Support time Positions //////////////

In Time In Time

Lunch Name Dinner Name

Forms Page 10

Duty Completed

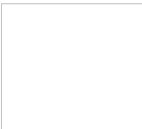
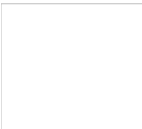
Focus
Position/Team Member Guest Greeter Guest Greeter Stocker Stocker Cook Cook Cut
Cut Dish Dish Service Assistant Service Assistant Prep Zone Prep Zone Duty Assigned
to:
Friday Game Plan Labor goal: _____ Actual: _____ AM _____ PM _____ SPLH
goal: _____ Actual: _____ AM _____ PM _____ Sales goal: _____ Actual:
_____ AM _____ PM _____ Waste goal: _____ Actual: _____ AM _____ PM
_____ Other: _____
_____ S*T*A*R*S – Who
Will You Develop Today Position © 2011 CiCi Enterprises, LP – All Rights Reserved

Friday Zone Cleaning Duties Organize under counter Clean register Clean underneath
all buffet warmers Clean restroom doors and thresholds Clean all hand Sinks Clean
ticket minder Wash squeeze bottles and shakers Clean kitchen door frames &
thresholds Clean hot water heater & surrounding area Clean all trash cans & lids
Clean dining room baseboards Deck brush restroom floors & clean urinals and toilets
Detail Pasta Cooker (Behind, Underneath, Probes, Drains) Clean all recipes and
charts Monthly Cleaning Duties Manager Goals for the day: Name

[183](#) [184](#) [185](#) [186](#) [187](#) [188](#) [189](#) [190](#) [191](#) [192](#) [193](#)

Actual Lbs Used Usage x40 = X 15 = Over/Under Projected = Actual Lbs Used Usage x
40 = X 15 = Over/Under Projected = 02/18/2011

☐



Shift Meeting Agenda: Marketing events Shops/IVR results New Team Members

New products

Perfect product review Safety/Security

Motivate:

Team member recognition STARS Cheer!

Store successes

= Ending - Purchased = - - -

Actual - = Ending - Purchased = - - - Actual -

Beginning Beginning

Communicate: Large orders/groups Op Evals Educate: New procedures
Focus of the day + + + + +

Projected Usage in Lbs Sales X.04= Projected Usage in Lbs Sales X.04=

Cases Bus Tubs Cases Bus Tubs

AMand PMCHEESE COUNT Forms Page 11

Notes for communication log: _____

Produce Order Order
On Hand/ Par Item / Salad Mix/ Romaine / Tomatoes / Mushrooms / Onions / Green

Focus Points: _____

_____ Safety/Security: _____

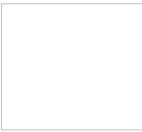
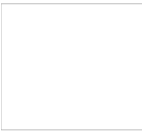
_____ Nightly Inventory On hand/ Par Item 7oz Dough trays © 2011

CiCi Enterprises, LP – All Rights Reserved

Quality: Service: Cleanliness: Lg Dough trays Md Dough trays Md Deep Dish Lg Deep
Dish Cinnamon Garlic FB Pizza Sauce Pasta Noodles Italiano Crust



Side Work/Running Duties Side Work/Running Duties 02/18/2011



Saturday Game Plan Date: _____ Manager: _____ Primary & Support Positions
//////////Primary & Support Positions //////////

In Out time Time Out In time Time

Lunch Dinner
Name Name

Forms Page 12

Duty Completed

Focus
Saturday Game Plan Position/Team Member Guest Greeter Guest Greeter Stocker
Stocker Cook Cook Cut Cut Dish Dish Service Assistant Service Assistant Prep Zone
Prep Zone Duty Assigned to:

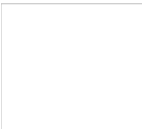
Saturday Zone Cleaning Duties Clean phones & time clock Clean tray holder Clean
TVs, TV stands Clean buffet counter with power foam & scrub pad Detail make table,
gaskets/ lids Detail all scales Replace stained ceiling tiles/clean fans Clean area walls
and charts Clean dumpster area Clean condiment and utensil holder Clean coke
machine and ice bin (lid) Clean napkin dispensers Organize walk-in, dry storage &
shelves Deck brush floors under/behind equipment Monthly Cleaning Duties Manager

Goals for the day: Labor goal: _____ Actual: _____ AM _____ PM _____ SPLH
goal: _____ Actual: _____ AM _____ PM _____ Sales goal: _____ Actual:
_____ AM _____ PM _____ Waste goal: _____ Actual: _____ AM _____ PM
_____ Other: _____

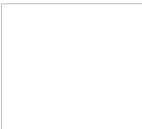
S*T*A*R*S – Who

Will You Develop Today Position Name © 2011 CiCi Enterprises, LP – All Rights
Reserved

☐ [185](#) [186](#) [187](#) [188](#) [189](#) [190](#) [191](#) [192](#) [193](#) [194](#) [195](#) ☐



Lbs Used Over/Under Lbs Used Over/Under 02/18/2011



Actual Usage x 40 = X 15 = Projected = Actual Usage x 40 = X 15 = Projected =

Shift Meeting Agenda: Marketing events Shops/IVR results New Team Members

New products
Perfect product review Safety/Security

Motivate:
Team member recognition STARS Cheer!
Store successes _____

AMand PMCHEESE COUNT
= Ending - - - - Actual - = Ending - - - - Actual -

Beginning Beginning
Communicate: Large orders/groups Op Evals Educate: New procedures
Focus of the day Purchased + + + Purchased + + +

Projected Usage in Lbs Projected Usage in Lbs
Bus Tubs Sales X.04= Bus Tubs Sales X.04=

Cases Cases
Forms Page 13

Notes for communication log: _____

Produce Order Order
On Hand/ Par / / / / / / / / /

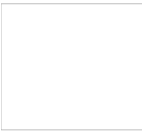
Item Salad Mix Romaine Tomatoes Mushrooms Onions Green Pep. Shredded Lettuce
Other Other Other Other

Focus Points: _____

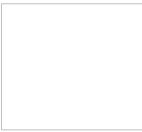
Inventory On hand/ Par © 2011 CiCi Enterprises, LP – All Rights Reserved Nightly

Quality: Service: Cleanliness: Safety/Security: Item Lg Dough trays Md Dough trays 7oz
Dough trays Md Deep Dish Lg Deep Dish Pizza Sauce Pasta Noodles Italiano Crust

Cinnamon Garlic FB



Side Work/Running Duties Side Work/Running Duties 02/18/2011



Plan

Game Primary & Support Positions Primary & Support Positions

Sunday Date: _____ Manager: _____ Out time ////////////// Out time //////////////
////

Lunch In Name Time Dinner In Name Time

Forms Page 14

Duty Completed

Focus

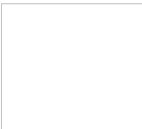
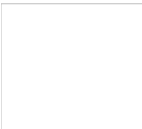
Plan Position/Team Member Guest Greeter Guest Greeter Stocker Stocker Cook Cook
Cut Cut Dish Dish Service Assistant Service Assistant Prep Zone Prep Zone Duty
Assigned to:

Game Labor goal: _____ Actual: _____ AM _____ PM _____ Sales goal:
_____ Actual: _____ AM _____ PM _____ Waste goal: _____ Actual: _____
AM _____ PM _____

Sunday SPLH goal: _____ Actual: _____ AM _____ PM _____ Other: _____
S*T*A*R*S – Who Will

You Develop Today Position © 2011 CiCi Enterprises, LP – All Rights Reserved
Sunday Zone Cleaning Duties Clean toothpick dispenser Cut special request tickets
Detail staging warmer & stands Clean all paper towel dispenser throughout restaurant
(in & out) Clean all charts and make table lids Wash all Large Screens and run thru
Oven Clean outside of oven Clean outside of oven hood Clean Ice machine In and Out
Clean Co2 tank, mop sink & mop bucket Clean A/C vents Clean table bases Detail
prep area walls Clean area base boards Monthly Cleaning Duties Manager Goals for
the day. Name

☐ [187](#) [188](#) [189](#) [190](#) [191](#) [192](#) [193](#) [194](#) [195](#) [196](#) [197](#) ☐



Actual Lbs Used Usage x 40 = X 15 = Over/Under Projected = Actual Lbs Used Usage x
40 = X 15 = Over/Under Projected = 02/18/2011

Shift Meeting Agenda: Marketing events Shops/IVR results New Team Members

New products
Perfect product review Safety/Security

Motivate:
Team member recognition STARS Cheer!
Store successes _____

AMand PMCHEESE COUNT
= Ending == Actual - = Ending == Actual -

Beginning Beginning
Communicate: Large orders/groups Op Evals Educate: New procedures
Focus of the day - Purchased - - - Purchased - -

+ + + + + +

Projected Usage in Lbs Sales X .04= Projected Usage in Lbs Sales X .04=

Cases Bus Tubs Cases Bus Tubs Forms Page 15

Notes for communication log: _____

Produce Order Order
On Hand / Par Item / Salad Mix / Romaine / Tomatoes / Mushrooms / Onions / Green
Pep. Shredded / Lettuce / Other / /

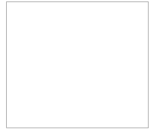
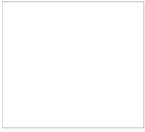
Focus Points: _____

Inventory On hand/ Par Other Other Other ©2011 CiCi Enterprises, LP – All Rights Reserved

Nightly

Quality: Service: Cleanliness: Safety/Security: Item Lg Dough trays Md Dough trays 7oz
Dough trays Md Deep Dish Lg Deep Dish Cinnamon Pizza Sauce Pasta Noodles
Italiano Crust

Garlic FB



Daily Sales Analysis

Store #: _____ Date: _____

Manager: _____ Week Ending: _____

Adult Child Adult Child To Go (1) Sub Tax Total (2) Tax Exempt

Buffet Buffet Drink Drink Total Taxable Sales (1) minus

Total (2)

Reg. 1

\$

Reg. 2

\$

Sub

Total \$

Over

Rings

Over

Ring

Total

Daily

Sales \$

(Sub Total – Over Ring Total)

Any School Nights or Tax Exempt Sales must be detailed below!

School Night Reimbursement Tax Exempt Sales

School Name Amount Guest/Group Amount

\$ \$

\$ \$

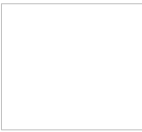
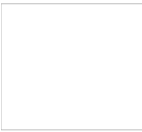
\$ \$

\$ \$

Total \$ \$

School reimbursements amount included in total Total \$

sales from above, detailed here. Must equal Tax Exempt from above.



Guest Check Log

Date Manager Start # End # Missing

Directions

- 1. Every morning or as you bring out new guest check books, log the starting ticket number for the day.
- 2. At the end of the night, sort your used guest checks in numerical order.
- 3. Log the ending ticket number and any tickets that are missing.
- 4. Verify, locate and log the explanation for any missing tickets.
- 5. Bundle the day's guest checks together labeled with the starting, ending and missing ticket numbers and place in weekly packet.



02/18/2011

CiCi's Pizza Overring Form _____

Staple receipt to this form CiCi's Pizza Overring Form

_____ Staple receipt to
this form CiCi's Pizza Overring Form _____

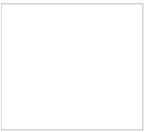
Staple receipt to this form CiCi's Pizza Overring Form

_____ Staple recei

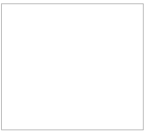
STORE # DATE AMOUNT TRANSACTION # REASON TEAM MBR. MGR. STORE # DATE
AMOUNT TRANSACTION # REASON TEAM MBR. MGR. STORE # DATE AMOUNT
TRANSACTION # REASON TEAM MBR. MGR. STORE # DATE AMOUNT TRANSACTION
REASON TEAM MBR. MGR.

CiCi's Pizza Overring Form _____

Staple receipt to this form CiCi's Pizza Overring Form



Term Date 02/18/2011



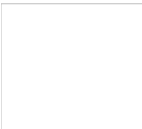
O.T. Labor \$ 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 (Labor % FICA)

. 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
Reg Labor \$
O.T. Hours Labor %

Reg Hours Totals: New Hourly Wage SPLH

Payroll Time Sheet Rate of Pay O.T. Reg Net Sales = =\$ Forms Page 20

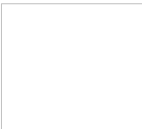
Last Name *1.0765



=Order

Sunday Par – On Hand ----- 02/18/2011

_____ Par – On Hand =Order



Ending: Saturday =Order -----

Week

Friday Par – On Hand -----

Thursday Par – On Hand =Order -----

Forms Page 21

Produce Inventory Order Form

=Order

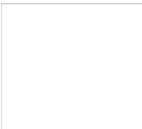
Wednesday Par – On Hand ----- Subtract your par from your on hand amount.
This is the number you will need to order to maintain your par level.

Tuesday Par – On Hand =Order ----- To determine your par level determine
the average daily/weekly usage for each item. Once you have your par level set, you will
need to inventory your current on hand amounts.

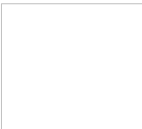
#: Case Size
Store

Produce Salad Mix Shredded Lettuce Romaine Carrots Green Peppers Red Onions
Mushrooms Cherry Tomatoes Broccoli Cucumbers Radish 1. 2. 3.

[193](#) [194](#) [195](#) [196](#) [197](#) [198](#) [199](#) [200](#) [201](#) [202](#) [203](#)



02/18/2011



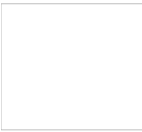
Evaluator's Name: Notes and Comments

Manager Evaluation Manager Evaluations: Manager Evaluations should be conducted quarterly. For each manager's responsibility determine if the performance Exceeds Expectations, Meets Expectations or is Below Expectations. Add any notes or comments. The most important step of this evaluation form is the Action Steps. Communication of detailed, specific actions that the manager should take to improve their performance will allow everyone to be responsible for growth. The manager and evaluator should sign the evaluation. Below Expectations Forms Page 22

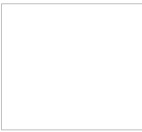
Date:
Performance Level Meets Expectations

Exceeds Expectations

Manager's Name: Role Requirements Positive Influence: Manager makes a determined effort to have a positive influence on all he/she comes in contact with, thru a decision to remain positive in attitude, speech, and professional conduct Enthusiasm: Manager is full of enthusiasm for CiCi's, fellow managers, team members, changes and duties. Coachable: Manager takes responsibility without making excuses. Looks for opportunities to grow personally & professionally. Manager is teachable. Professionalism: Manager treats everyone with respect. Manager is well prepared, sets the example in professional appearance. Sense of Urgency: Manager completes responsibilities on or before deadlines. Manager attacks issues without direction or hesitation. Manager makes decisions without hesitation. Manager is a self-starter. WOW's!: Manager so exceeds everyone's expectations that WOW stories are generated. Others go out of their way to communicate his/her great performance. Performance Requirements Sales Building: Sales Goal \$_____



Complete By 02/18/2011



Manager Evaluation Quarterly Development Action Steps/Development

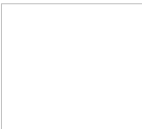
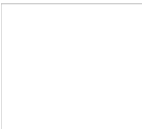
Manager Signature _____ Date

Evaluator Signature

Date

Forms Page 23

[195](#) [196](#) [197](#) [198](#) [199](#) [200](#) [201](#) [202](#) [203](#) [204](#) [205](#)



Sales Tax Exemption Summary

Store # _____

Week Ending: _____

Manager: _____

Purchaser Date Amount

Total \$

Tax Exempt certificates must be attached to the back unless already on file at the Corporate Office. A list of tax exemption certificates is on file at the Corporate Office and updates are sent to stores monthly. If in doubt, always collect the tax exemption certificate. Your store will be charged for all sales tax not collected should there be no certificate on file.

Attach dated and totaled guest checks for each tax exempt sale to this form. Record all tax exempt sales on your Weekly Sales Analysis Form.

☐ [196](#) [197](#) [198](#) [199](#) [200](#) [201](#) [202](#) [203](#) [204](#) [205](#) [206](#) ☐



Quarterly Smallware Order Form
Seats: _____
Par levels are based on seating capacity. Take the number in the Par Factor column
Tables: _____ and multiply it by the seats in your restaurant to establish your
Build To.
JMC Par Build MONTH 1 MONTH 2 MONTH 3
On
Item # Factor Hand To INV ORD INV ORD INV ORD
3862 9" Yellow Plates 2.5
4308 7" Yellow Plates 1.5
Black Trays 1.5
4097 Soup Bowls 1.5
4307 16 oz Red Tumbler Ribbed Glass 1.5
4306 12 oz Green Tumbler Ribbed Glass 0.5
4305 16 oz Clear Tumbler Ribbed Glass 0.75
4289 Forks 1.5
4290 Knives 1.25
4288 Tea Spoons 1
4098 Spoons 1
4536 S&P Shakers 2 per table
Parm Shakers 2 per table
3" Pizza Spatula 24
2" Pizza Spatula 4
Serving/Pasta Spoon 2
4537 Docker 3
Ladles for Pasta Sauces 4
4097 Ladles for Soup 2
6 " Tongs 14
9 "Tongs 3
12 "Tongs 4
3" Brush 3
3 Prong Squeeze Bottle 2
Squeeze Bottle 3
Red Squeeze Bottle 1
2 oz Spoodle 4
3 oz Spoodle 7
3 oz Perforated Spoodle 2
4 oz Spoodle 4
5 oz Spoodle 2
Sugar Shakers 7
56 Hole Tops for Sugar Shakers 7
Dough Cutter 1
4538 Pizza Cutter 5
4294 17" Pans 4
4293 14" Pans 100
Small Wisk 2
Large Wisk 1
4291 Gray Bustubs 20
4292 Gray Bustub Lids 20
4309 Black Bustubs 20
1428 Red Bag Cutter 3
Clear Pitcher for Water/Tea 2
Lg Rubber Spatula 4
13 Quart Mixing Bowl 1
Plastic Pie Cutters 4
8 Quart Clear Container 2
Lids for 8 Quart Containers 2
16 oz. Graduated Measuring Cup 2
Ounce Scale 3
Pound Scale 1
Surface/Grill Thermometer 1
Bio Thermometer 3
Refrigeration Thermometer 7
10 Qt Red Sanitizing Buckets 6
10 Qt Green Cleaning Buckets 6
640 Water Temp Control for Thermometer 1

☐ [197](#) [198](#) [199](#) [200](#) [201](#) [202](#) [203](#) [204](#) [205](#) [206](#) [207](#) ☐

Store # W/E

Team Member Schedule

Avg Rate \$7.75

Mon Tue Wed Thu Fri Sat Sun Totals

Date

AM Sales

PM Sales

To Go Sales

LW. Sales

Total

Inventory

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23
- 24
- 25

Mon Tue Wed Thu Fri Sat Sun

DAY NIGHT DAY NIGHT DAY NIGHT DAY NIGHT DAY NIGHT DAY NIGHT DAY NIGHT

Team Cnt

Proj. Hours

Proj. Labor

Daily Hours

Daily Labor %

WTD Labor

Shift manager has final say on all in and out times. The out time on the schedule is just a guide and may change depending on volume or restaurant needs.

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STORE # CASH RECONCILIATION/SALES REPORTING

For Week Ending:

Bottom Line DSA Monday Tuesday Wednesday Thursday Friday Saturday Sunday

TOTALS WTD Sat

//////////

Sales Tax (+)

Adult Buffet (+)

Child Buffet (+)

Adult Drink (+)

Child Drink (+)

Take Out Sales (+)

Pepperoni Passes (+)

Actual Sales (incl tax) (=)

OVERRINGS (+)

Total Gross Sales (=)

Total Net Sales (excluding tax)

Actual Sales (From Above)

AR Sales (-)

Paid Outs (-)

ATM Transactions (-)

Beginning SAFE (+)

Beginning Change Machine (+)

Cash to Account for (=)

Cash on Hand (-)

Cash Over (Short)

Cash on Hand

Register Bank (-)

Bank Deposit (=)

Non-Taxable Sales (Tax Exempt)



STORE # STORE PERFORMANCE ANALYSIS Last Years Sales: \$
For Week Ending: Current Avg Wage \$

Food Cost % Act Labor % w/FICA O/T hrs.
Food Cost \$ (Dollars) Act Labor \$ w/FICA New Avg. Wage.

Monday Tuesday Wednesday Thursday Friday Saturday Sunday TOTALS WTD Sat
//////////

Projected Sales
Net Sales (Exc. Tax)

WTD Net Sales
Last Years Sales
Daily % +/- From Last Year

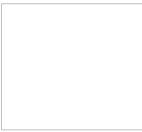
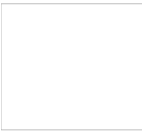
WTD % +/- From Last Year
Daily Waste

Projected Hours
Actual Hours
Actual WTD Hours

Actual Daily Labor %
Actual WTD Labor %

Sales/Labor Hr. Day
WTD

Actual Daily Labor % = (Total Daily Hours X Average Wage) / Net Sales
Actual WTD Labor % = (Total WTD Hours X Average Wage) / WTD Net Sales
Sales/Labor Hr. (Day) = (Net Sales) / (Total Daily Hours)
Sales/Labor Hr. (WTD) = (WTD Net Sales) / (Total Weekly Hours)
Daily % +/- From Last Year = (Daily Net Sales - Daily Sales From Last Year) / (Daily Sales From Last Year)
WTD % +/- From Last Year = (WTD Net Sales This Year) - (WTD Sales Last Year) / (WTD Sales Last Year)
Average Wage = (Total Labor Dollars including Overtime & FICA) / (Total Weekly Hours including Overtime)



4 Thumb Manager Interview Guide Applicant's Name:
_____ Date: _____ Interviewed by:
_____ Unit # _____ = Meets CiCi's Expectations
=Does Not Meet CiCi's Expectations Comments Rating 02/24/2011

Manager Success Traits Whatever it Takes Attention to Detail Guest Oriented
Leader/Sets the High Values/Honesty Planning/Goal Oriented Follows the Systems
CiCi's Work Experience Desire to Join Team

Example Professional Appearance BHI Select

CiCi's Manager 4 Thumb Interview Guide • Using the Interview Guide, Ask 1 Question per Behavior Read Question Get behavioral example Take notes, get specifics
Potential for Success score above 40 Demonstrated an ability to live CiCi's Culture
Applicant Understands CiCi's Expectations and wants to join team CiCi's Manager
Success Traits Willing to make sacrifices necessary to achieve success © 2011 CiCi Enterprises, LP – All Rights Reserved

Behavioral Interview • Review Application • Allow Silence • • • BHI Assessment Completed • Work Experience • 1. What it Takes Attitude—Look for these traits High Sense of Urgency Continues Despite Adversity Works well in fast paced, high energy environment 2. Attention to Detail—Look for these traits Concentrates on the details of the work Maintain accurate paperwork and files Organized in all areas 3. Guest Oriented—Look for these traits Ability to respect and exceed everyone's expectations Delivers CiCi's Values Has a willingness to be a Servant 4. Leader/Sets the Example—Look for these traits Can create energy and excitement in others Provides constructive feedback when coaching Delegates AND Empowers 5. High Values/Honesty—Look for these traits Willing to accept responsibility Maintains and builds trust Handles all situations ethically 6. Planning/Goal Oriented—Look for these traits Uses Goals to guide actions Prioritizes to manage time constraints 7. Follows the Systems—Look for these traits Uses systems to maintain great operations Effe

because of constructive feedback you provided. What was the issue? What feedback did you provide?

B. Describe a specific time when you took the initiative to make sure your training systems

A. Think of a specific time your organization rolled out a new product or procedure. How

A. Building team spirit to get results is often difficult. Tell me about a specific time when

A. Describe a time when you chose to be honest, even though being quiet may have been

B. Describe a specific time when you had to manage multiple tasks at one time. How did

B. Describe a specific time that someone questioned your integrity. What was the issue?

you had your greatest success in building a team. What specific results did the team accomplish?

A. Describe a specific time you have used goals to guide your actions or those of your

B. Tell me about a specific time when your coaching of a team member was effective

02/24/2011

CiCi's 4-Thumbs Manager Interview

Leader/Sets the Example: What were the results? High Values/Honesty: How did you respond? Planning/Goal Oriented: team. What were the results? you organize to be successful? What were the results? Follows the systems: did you go about making sure it was rolled out correctly? were achieving results. What did you do and what were the results?

CiCi's 4-Thumbs Manager Interview Ask 1 question per trait listening to know that the manager candidate is displaying the matching behavior. Take notes to help you with completing the rating form. A. Some people can be counted on to go the extra mile when their team really needs it. Describe a time when you demonstrated dependability in a tough circumstance. B. Change is a way of life today. Describe for me a time when the standard changed. What A. Describe a work experience that shows your commitment to being attentive to detail. B. Give me a specific example that demonstrates your ability to organize and maintain a A. describe a single time when you delivered service in a way that clearly showed care and B. How we deal with guest's complaints can have a significant impact on loyalty and sales. Describe a time when you turned a guest complaint into a success. © 2011 CiCi Enterprises, LP – All Rights Reserved

Whatever it Takes Attitude: was the change? What did you do to still be successful?
Attention to Detail: system or records. Guest Oriented: concern for your guest.

cicis Pizza is an equal opportunity employer and complies with all discrimination laws.
applicants for all job openings are welcome and will be considered
without regard to race, gender, age, national origin, color, religion, disability, military
status, or any other basis protected by federal, state or local law.
Diploma or Degree Received No Per Hour Annually No Per Hour Annually

Years There Years There Sunday Yes Yes 02/24/2011

To
No
Print in ink. Preferred Name Zip Zip Per Hour Annually

Saturday Dates From If currently employed, may we contact?
\$ If currently employed, may we contact?
\$

Yes Last Wage/Salary Last Wage/Salary
State
State
Join the

Friday
M

CiCis team! Are you 16 or older? Telephone (cell or pager) Desired Wage/Salary
\$ Thursday Supervisor's Name Supervisor's Name

City City* If your religious beliefs or practices prohibit you from working on a particular
day or at a particular time, CiCi's Pizza will make
If youre looking for a career with real Please fill out aPPlication comPletely and clearly.
Please Forms Page 37
possibilities, join the CiCis team and
together well make it happen! How did you find out about CiCi's Pizza? Wednesday
Name, City, State
First Name Full Time Part Time reasonable effort to accommodate those beliefs or
practices in accordance with applicable law.
Were looking for friendly people with
energy, talent and a desire to make
valuable team contributions in a Tuesday
fast-paced and fun environment.

Sound good to you? Then lets get started! Monday © 2011 CiCi Enterprises, LP – All
Rights Reserved
PLEASE TELL US ABOUT YOURSELF Last Name Current Address Mbst Recent
Previous Address Social Security Number Telephone (home) WHAT WOULD YOU LIKE
TO DO AT CiCis? Team Member Shift Lead Assistant Manager Restaurant General
Manager Other
Availability* From To WHAT SCHOOLS
HAVE YOU ATTENDED? High School College Other TWO MOST RECENT JOBS
Company and Address Telephone Telephone What did you do? What did you do?
Company and Address Telephone Telephone What did you do? What did you do?



3.

4.

Get Paid

2.

1.

Telephone

Dates Worked

REFERENCES

AGREEMENT

What did you do?

to have

Why did you leave?

Store Address, City, State

Name

Have you ever been fired?

Would you be willing to relocate?

Fun!

MISCELLANEOUS INFORMATION

anytime and CiCis Pizza retains the same right.

Yes

Do you have reliable transportation to get to work?

OTHER INFORMATION ABOUT YOURSELF

Please read, sign and date below.

Yes

No

If you answered Yes to any of the above questions, please explain.

to You

It is Company policy to only hire individuals authorized to work in the U.S.

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Yes

Relationship

Yes

Yes

Yes

If hired, can you show proof of your legal right to work in the United States?

No

Are you able to perform the essential functions of the job for which you are applying?

Information requested on this application will not be used for any purpose prohibited by law.

No

No

No

No

Location

Preference

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If you have any friends or relatives currently employed by CiCis Pizza, please list their names below:

Yes

this person?

How long have you known

Supervisor's Name

participated in a deferred adjudication, pre-trial diversion, or other program to avoid prosecution or conviction?

No

Do you now have hepatitis A, Salmonella Typhi, or any other illness, which can be spread by serving or preparing food?

List two school, work or personal references we may contact. Do not list family members.

If you have worked at any CiCis Pizza franchise or previously applied for employment, please provide the information requested below:

If hired, when could you begin work?

Last Wage/Salary

Type of Reference

(School, Work or Personal)

Location

Restriction

\$

Work

Work

Home

Home

Date _____ Signature

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02/24/2011

Telephone

Annually

Per Hour

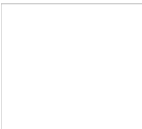
Job Application

In connection with any criminal offense, regardless of final disposition, have you ever

entered a plea of guilty or no contest; served probation or other community supervision;
or

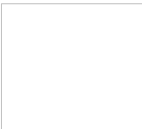
Pizza and myself for either employment or for the providing of any benefit. If any
employment relations is established, I understand that I have the right to terminate my
employment at
I certify that the information provided in this application by me is correct to the best of my
knowledge and understand that deliberate falsification of this information is grounds
for denial
of employment or immediate dismissal. I authorize the references listed above and any
others provided to you, to give you any and all information concerning my previous
employment
and any pertinent information to you. I understand that nothing contained in this
employment application or in the granting of an interview creates an employment
contract between CiCis

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Team Member Evaluations: Team member evaluations should be conducted quarterly for all team members. For each team member responsibility determine if the team member's performance consistently meets expectations, is inconsistent, or consistently does not meet expectations. Add any notes or comments. The most important step of this evaluation form is the Action Steps. Communication of detailed, specific actions that the team member should take to improve their performance will allow everyone to be responsible for

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Manager's Name: Notes and Comments

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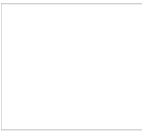
Team Member Evaluation

Date: Does Not Consistently Meet

Performance Level Inconsistent
growth. Both the team member and the manager should sign the evaluation.

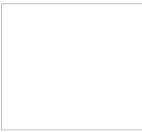
Consistently Meets

Team Member Name: Team Member Responsibilities Positive Attitude: Makes a determined effort to stay positive in attitude, speech, and conduct Enthusiasm: Full of enthusiasm for CiCi's, managers, guests, changes and responsibilities Sense of Urgency: Completes tasks on time. Meets or exceeds position time expectations. Initiative: Is a self-starter, takes on additional tasks and completes before being asked. Stubborn with the Standards: Quality: Focus is on perfect product. Addresses quality issues immediately. Cleanliness: Keeps work area clean. Completes cleaning duties to Free of Visible Soil. Meets Position Standards: The position team member works is 100% to expectations. WOW: Team member exhibits CiCi's culture of doing whatever it takes to exceed expectations. Personal Development: Team member daily uses STARS program for growth. Coachable: Team member listens attentively to coaching. Team member is teachable. Integrity: Team member is honest in all actions and communication with guest



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By
Complete



Team Member Evaluation
Quarterly Development
Steps/Development
Action Manager Signature

_____ Date
_____ Team Member Signature
_____ Date
_____ Forms Page 40

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Manager's Name: _____ Unit #: _____
Applicant's Name: _____ Date: _____
Comments 02/24/2011
(3=WOW! 2=Average 1=Not CiCi's)



3=No doubt that Trait exists 2=Consistent with good team member 1=Does not match
CiCi's Expectations Rating 24-20 Potential CiCi's STAR 19-16 Average Team Member
15 or less Below Average Team Member Any score of 1 is a red flag that the team
member's performance will not

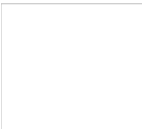
STAR Trait Guest Focused Professional Appearance STAR Total match CiCi's
Extraordinary Expectations

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Honest Dependable Coachable High Pace Energetic Smile

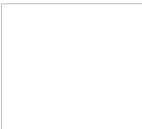
CiCi's STAR Team Member F.A.S.T. Interview Guide Begin with introductions. Offer a
soft drink or water. Let candidate know that you will be taking notes and why. If
information is missing, follow up to fill in details. Get dates and other specifics
(availability/# of hours, etc.). 3. Using Team Member Interview Guide, ask 1 question

per behavior CiCi's STAR Team Member Success Traits 1. Guest Focused—Has a Service Mentality—Look for these traits in each applicant: 2. Honest—Has High Integrity—Look for these traits in each applicant: 3. Dependable—Hard Working—Look for these traits in each applicant 4. Coachable—Teachable—Look for these traits in each applicant 5. High Pace—Has a Sense of Urgency—Look for these traits in each applicant: 6. Energetic—Is Enthusiastic—Look for these traits in each applicant: © 2011 CiCi Enterprises, LP – All Rights Reserved

1. Great First Impression Be organized and professional. Explain the interview process.
2. Review Application Review education and job history. Read Question Allow silence
Get behavioral example Take notes, get specifics 4. Close Interview Sell CiCi's Answer
applicant's questions Tell candidate the next steps Able to exceed expectations Does
more than is asked Desire to serve Dependable Willing to stand up for what is right
Treat others with respect Reliable On-time High pace Wants to learn Open to coaching
Grow from coaching Moves quickly Not discouraged by deadlines Understands the
importance of moving quickly Enjoys being around people Able to deliver
greetings/Exits Genuine smile, seems happy



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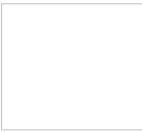
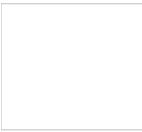
CiCi's STAR Team Member Interview A. Tell me about a time where someone gave you individual instruction. What did B. Tell me about a time from work, school, or home where you had to ask for help. What were the circumstances and what did you learn? A. Tell me about a time that required a number of things to be done at the same B. Tell me about a time when you were given an important task that had to be completed quickly. How much time did you have and how did you go about completing it A. Tell me about a time where you got excited about what you were B. Give me an example of something that you did that helped build enthusiasm in

Coachable/Teachable: they coach you about and what did you learn? High Pace/Sense of Urgency: time. How did you handle it? What was the result? Energetic/Enthusiastic: accomplishing. What was it and how did you perform? someone else.

CiCi's STAR Team Member Interview Ask 1 question per trait listening to know that the team member is displaying the matching behavior. Take notes to help you with completing the rating form. A. Describe a time from work, school, or home where you did more than was B. Tell me about a time you dealt with a difficult guest. How did you handle the A. Tell me about a time from home, work, or school when you chose to be honest, even when some people would not have been honest. B. Tell me about a time you prevented someone from doing the wrong thing. How A: Tell me about a time from work, home, or school that you put in long hours to B. Tell me about a time at work, home, or school that you went the extra mile © 2011 CiCi Enterprises, LP – All Rights Reserved

Guest Focused: situation? Honest/High Integrity: did you stop them? Dependable/Hard Work: make sure that everything was right. without being asked to.

asked?



X Sauce X CRISPY Tc MGB
Abb. ½ Followed by the Item + Followed by the Item - Followed by the Item
X over the Item Pasta THIN WINGS H WINGS M WINGS B VEG Tc S Tc HF Melt
X Lc P O 07/05/2012

Item Extra Sauce Item on ½ pizza Add Item to Pizza Delete Item from pizza Extra
Pasta Well Done Thin Crust Wings Hot Wings Mild Wings Barbecue Italiano
Vegetable Italiano Sausage Italiano Crust Hog Fest Italiano Meltdown Mega Beef
Lg Round Pepperoni with extra onion

Abb. BBQ BC ZP HC Super CHIK TOM Apple Cinn Bav FB Mac Garlic
Meat CB GS Lc ½ P ½ O

Lc Alf

Item Barbecue Bacon Cheddar Zesty Pepperoni Zesty Ham and Cheddar Super
Classic Chicken Alfredo Tomato Apple Dessert Cinnamon Rolls Bavarian Crème
Fudge Brownie Mac & Cheese Garlic Meat Pizza Cheeseburger Garlic Sauce
Sample Orders Lg Round Alfredo Lg Round 1/2 Pepperoni 1/2 Onion Forms Page
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Abb. M O GP BO GOJ PA BP Veg OLE Buf Spin Alf PC GV Lc Super -
O
T Lc Super

Mushrooms Onion Green Pepper Black Olive Tomato Chicken Spinach Alfredo

Alfredo Italiano Garlic
Item Green Olive Jalapeno Pineapple Banana Pepper Vegetable Ole Pizza Buffalo
Philly Cheesesteak Vegetable Lg Round Super Lg Super Minus Onion

Abb. Lc Mc Sc c c MGC P H B S CK STK Flip A BALcP
XLc P ©2012 CiCi Enterprises, LP – All Rights Reserved

L M

Item Lg Round Pizza Md Round Pizza Sm Round Pizza Lg Deep Dish
Md Deep Dish Mega Top Cheese Pepperoni Ham Beef Sausage Chicken
Topping Steak Flip Anchovies Bacon Lg Round Pepperoni Lg Round extra
Pepperoni

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DOUGH AUDIT – Execute dough audit 2 times per day to insure GREAT pizzas for all your guests. Remember, team members respect what you inspect! MD-AFTERNOON CHECKLIST (Still Guest First Focused) RESTROOMS ****SYSTEM FOCUS****

Are You good, Better, or BEST?

OPENING TASK Turn buffet warmers & lights on at 10:45am (replaced burned out
Unlock all guest entrance, exit doors, begin cooking pizzas as your Communicate,
Educate, Motivate, Perform shift meeting and Carry Out Warmer (170°) Record Temp:
Buffet/Staging Warmers (150°) Record Temp: Pasta Warmers (150° - 160°) Record
Temp: Pasta Sauce (150° - 160°) Record Temp: Soup (150° - 160°) Record Temp:
Dough Press (150°) Record Temp: Visually check dough: proper roundness, no
stacking (Flattened) Weigh each dough ball, insure all dough balls are proper weight
Verify minimum of 10-minute temping time not to exceed 45 min Verify: 5-6 second
press, flip of dough - HOT side is down on disk Count the times dough is docked (3 x/s
for sm/med, 4 x/s for lg) Count toppings to verify correct procedures, no center loading.
Walk your r

first guests arrive or by 11:15am, whichever comes first cheer within ½ hour of opening. Visually inspect for proper amount of oil on pan Check for proper saucing/cheesing (1 inch from edge) Front counter clean, organized and free of clutter Turn off 2 nd and 3 rd ovens as Guest flow permits Ensure hourly readings taken and labor calculated Clean all windows and doors Clean prep area and Pasta Cooker Restock FOH/BOH soap and paper towels Change out/Clean pizza spatulas Fill and clean Condiments / Napkin holders Take out trash, clean reline and replace all trash cans Take all buffet bus tubs, pans, and screens to dish area Check dishwasher chemical level and perform pH test Check soda boxes and CO2 tanks – get backups ready Stock Carry Out supplies, cheese/pepper & box levels Clean and stock all special request items

light bulbs) Re-assign for the PM.

Week Ending Buffet OMC Checklist

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RE-GRAND OPENING CHECKLIST To lower your utility bills, stagger your turn-on time

of all equipment involving gas and electricity! PREP AREA PLANNING & PREPARATION
BACKSTAGE BLVD. RESTROOMS **SYSTEM FOCUS** All the above should be
completed by 10:00 am BUFFET & CARRY OUT PREPARATION All of the above should
be completed by 10:30a.m.

especially front and back doors and dumpster area open, except for team members &
vendors CHOOSE YOUR ATTITUDE! Check the CiCi's WOW! Book Review Weekly
Managers Goals Game Plan completed 100% by 9:15 am Begin heating pasta sauce
by 9:30am Discard all out of date product Check dates and quantities of dough,
sauces, and perishables Production Chart filled out for today's projected volume
Calibrate thermometer (32° in ice water) and scales (Today's sales + tomorrow lunch
sales) Count beginning cash and note exceptions Check change machine, determine
amount needed to fill Clean dish machine add 2 oz. of power foam and run cycle Check
dishwasher chemical levels, perform pH test on water Set up and calibrate sanitizing
and cleaning buckets, pH test Check soda boxes and CO2 tanks – get backups ready
Take out trash after morning deposit has been made Assign Restrooms to multiple
team members for each shift. Begin Talking your team into position Check proper
uniform/jewelry and grooming STANDARDS Check all tables and chairs and booths for
cleanliness Turn on half of you

TASK Drive the perimeter looking for security and Note cleanliness issues Verify all
doors are still closed & locked, Doors remain locked until GAME PLANNING Inspect &
highlight previous closing checklist items and correct Walk In (33°-40°) Record Temp:
Make Table (33°-40°) Record Temp: Salad Bar Cooler (33°-40°) Record Temp: Salad
Bar Reach In (33°-40°) Record Temp: Daily Inventory, verify Prep to Build amounts and
adjust if necessary. Set up cash drawer logs, run x-tapes, close registers, LOCK SAFE!
Check restroom soap, hand towels, toilet paper, mirrors & toilets Rinse toilets/urinal/
sinks/ floor drain with bleach. Check air freshener Fill Coke machine with ice, ensure
caps, diffusers are attached Oil both platens of dough press, turn on at 10:15am, no oil
on table Turn a/c units to 'on' not auto, adjust dining room temp to 76-78 Ensure fire
exit with panic bars are un

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CLOSE TO SET UP FOR OPEN CHECKLIST (Inspect what You expect) RESTROOMS
 SYSTEM FOCUS ADMINISTRATIVE CLOSING SECURITY CHECKLIST – CLOSING
 CHECKLIST SHOULD BE COMPLETED WITHIN 1 HOUR OF CLOSE OF BUSINESS

TASK Check dish machine add 2 oz. of diluted power foam, run cycle Lock all doors at closing (Check doors/windows for cleanliness) Check cleanliness & alignment of tables and chairs in dining room Set up Cut table (Shakers/squeeze bottles are clean & refilled) Turn off, empty & clean pasta wells-refill water levels & reset Restock restroom soap, hand towels, toilet paper and air freshener. Clean toilets/ urinal/ sinks/ drain/ Feminine product receptacles. Rinse Clean walls / Deck Brush Floors with bleach and power foam Pull J tapes, complete daily/weekly sales analysis sheets & Labor All guests out of store, "hiding places" checked, back door locked All closing Team members "must" leave together – Practice DON'T FORGET TO LOCK THE DOOR BEHIND YOU!

Deep dish pans scraped, washed and run through oven to dry Turn off TV, stereo, video games, and ceiling fans Check cleanliness of high chairs, booster seats and slings Vacuum carpet/Sweep and mop dining room floors Check video games (screens and between) and floors Coke boxes changed out, reset for following day Clean coke machine and fill with ice (check ice machine) Stock beverage center condiments, fill silverware holder Soak soda caps, diffusers and tea spouts in hot water Check dish area, dishwasher, mop bucket, mop & mop sink Cover products in make table w/ plastic wrap or lids & label Restock FOH/BOH soap and paper towels Clean salad bar and sneeze guards and turn off if applicable Clean buffet warmers (tops, sneeze guards, spatulas & tongs) Stock salad bar and buffet with clean utensils and containers Clean and stock all special request items All kitchen floors deck brushed and mopped Stock cut table and make table with clean pans and utensils Close out cash drawer logs from dinner shift, and document Run and initial Z tapes, total O/R's, post exempt sales Post
 Wash wet floor signs Turn off oven and oven hood Check tray holder and tray stands with bleach. Inspect for cleanliness and freshness Organize daily invoices Make notes in CiCi's WOW! Book

TTTTMMMMMTMTTTMTTTTTMTTTTTMMMMMMMMMMMMMMMM
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USE THIS SPACE TO ADD ADDITIONAL CLOSING DUTIES FOR THIS RESTAURANT
 Forms Page 45
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MID-AFTERNOON CHECKLIST CONTINUED DOUGH AUDIT – Execute dough audit 2 times per day to insure GREAT pizzas for all your guests. Remember, team members respect what you inspect! All of the above should be completed by 4:00 p.m. Above Items Completed by 5:00p.m. PRE-CLOSE CHECKLIST

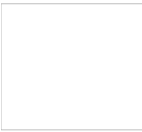
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M Week Ending _____ Buffet OMC Checklist

Clean parking lot, landscaping and sidewalk Visually inspect for proper amount of oil on pan Verify 5-6 second press Verify flip of dough so that hot side is down on disk Check for proper saucing/cheesing (1 inch from edge) Choose your Attitude! Review your Game Plan turn on 3 rd oven only if volume warrants Do not let trash go out after dark Check cleanliness and organization of dry storage Turn off bottom oven(s) at 8:30 p.m. all prepped items to start the day with tomorrow) Fill out Prep to build list for tomorrow's shift Turn off & Clean staging warmers Check stretch table, shelves and dough press Check walls behind stretch, cook and cut tables Check cut table, shelves, and pizza disk holder Check oven trays and outside of oven (no brown stains) Weigh and record buffet waste Carry Out boxes folded & stocked at cut station Carry Out cheese & pepper filled/stocked at register Replace missing condiments on tables Empty and Wash sanitizing and cleaning buckets

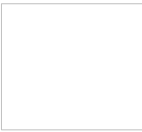
TASK Clean, Flip, Restock salad bar/sneeze guards, backups filled, re-iced Visually check dough: proper roundness no stacking (Flattened) Weigh each dough ball, insure all dough balls are proper weight Verify minimum of 10-minute temp. time not to exceed 45 min Count the times dough is docked (3 x's for sm/med, 4 x's for lg) Count toppings to verify correct procedures, no center loading Make sure oven time/temp is correct, turn 2 nd oven on at 4:30 p.m., Turn awning on by sundown (awning should be set with daylight) Check TV and stereo, set up to proper station and volume Carry Out Warmer (170°) Record Temp: Buffet/Staging Warmers (150°) Record Temp: Pasta Warmers (150° - 160°) Record Temp: Pasta Sauce (150° - 160°) Record Temp: Soup (150° - 160°) Record Temp: Dough Press (150°) Record Temp: Communicate Educ

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Oven Finger Schematic for Lincoln Oven

TOP FINGER SETUP



BOTTOM FINGERS HIGH PERFORMANCE FULLY OPEN

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wow work can be fun sweat the small stuff wow

ITEM TIME STANDARD KEYS TO GREAT TIMES! ITEM TIME STANDARD KEYS TO GREAT TIMES! ITEM TIME STANDARD KEYS TO GREAT TIMES!
43 Minutes Prep mixed batches. Have all 13 Minutes Time is from mixer stopping to all dough 5 Minutes Use pouch opener to
Deep Dish ingredients portioned out while Round Dough wrapped, labeled & put in walk-in. Taco, Pizza/Pasta Sauce
per Batch batch is being mixed! per Batch taco, taco, money bag! per Batch scrape bags!
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5 Minutes Time includes cutting blocks & 8 Minutes Use spatula for mixing, ensure 2 Minutes Use pouch opener to scrape all
Cheese grating. Use trays to eliminate Spinach Alfredo Olé Sauce
per Batch
per Tub waste from shredder! per Batch proper drainage of spinach! small sauce from bag!
FASTEST TIMES FASTEST TIMES FASTEST TIMES
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NAME NAME work can be fun NAME NAME NAME NAME NAME NAME NAME

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ITEM TIME STANDARD KEYS TO GREAT TIMES! ITEM TIME STANDARD KEYS TO GREAT TIMES! ITEM TIME STANDARD KEYS TO GREAT TIMES!
2 Minutes 3 Minutes Time includes mixing and plac- 6 Minutes Properly warm dough prior
Mac & Cheese Sauce Stir mix in gradually! Brownies Stretching
per Batch per Traying in oven! per Rack to starting!
FASTEST TIMES FASTEST TIMES FASTEST TIMES
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ITEM TIME STANDARD KEYS TO GREAT TIMES! ITEM TIME STANDARD KEYS TO GREAT TIMES! ITEM TIME STANDARD KEYS TO GREAT TIMES!
6 Minutes Use scales for all pizzas, 7 Minutes Use scales for all pizzas, 5 Minutes Keep everything stacked neatly
Sauce & Cheese Topping follow proper A&B rotation Boxes
per Rack follow the A&B rotation charts! per Rack charts! per Case to increase speed!
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NAME NAME jump the counter NAME NAME NAME NAME NAME NAME wow NAME

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ITEM GOAL KEYS TO SUCCESS! ITEM GOAL KEYS TO SUCCESS! ITEM GOAL KEYS TO SUCCESS!
Most High Fives
Wings Most sold in a shift UPSELL! To-Go Cups Most sold in a shift UPSELL! High Fives WOW!
in a Shift
RECORDS RECORDS RECORDS work can
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NUMBER NUMBER NUMBER NUMBER NUMBER NUMBER NUMBER NUMBER

NUMBER

TIME ITEM GOAL KEYS TO SUCCESS! ITEM GOAL KEYS TO SUCCESS!

STANDARDS & Mystery Shops Most 102s in a Row Execution as designed! SALES
RECORDS HIGHEST WOW Every Guest Every Shift!

CURRENT TOTAL
RECORDS TOTALS

All Time Standards include wrapping, labeling, and
putting products in proper storage areas! SHIFT DAY WEEK MONTH
jump the counter wow Forms Page 47 sweat the small stuff
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02/24/2011

fresh
pizza pasta

buffet

pizza salad

dessert

buffet

dessert pasta pizza

salad

wow work can be fun sweat the small stuff wow

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43 Minutes Prep mixed batches. Have all 13 Minutes Time is from mixer stopping to all dough 5 Minutes Use pouch opener to
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per Tub waste from shredder! per Batch proper drainage of spinach! small sauce from bag!
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per Batch per Traying in oven! per Rack to starting!
FASTEST TIMES FASTEST TIMES FASTEST TIMES
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TIME TIME TIME TIME TIME TIME TIME TIME TIME

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per Rack follow the A&B rotation charts! per Rack charts! per Case to increase speed!
FASTEST TIMES FASTEST TIMES FASTEST TIMES
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NAME NAME jump the counter NAME NAME NAME NAME NAME NAME wow NAME

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ITEM GOAL KEYS TO SUCCESS! ITEM GOAL KEYS TO SUCCESS! ITEM GOAL KEYS TO SUCCESS!
Most High Fives
Wings Most sold in a shift UPSELL! To-Go Cups Most sold in a shift UPSELL! High Fives WOW!
in a Shift
RECORDS RECORDS RECORDS work can
1 2 3 1 2 3 1 2 3
be fun
NAME NAME NAME NAME NAME NAME NAME NAME NAME

NUMBER NUMBER NUMBER NUMBER NUMBER NUMBER NUMBER NUMBER

NUMBER

TIME ITEM GOAL KEYS TO SUCCESS! ITEM GOAL KEYS TO SUCCESS!

STANDARDS & Mystery Shops Most 102s in a Row Execution as designed! SALES
RECORDS HIGHEST WOW Every Guest Every Shift!

CURRENT TOTAL
RECORDS TOTALS

All Time Standards include wrapping, labeling, and
putting products in proper storage areas! SHIFT DAY WEEK MONTH
jump the counter wow Forms Page 47 sweat the small stuff
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02/24/2011

fresh
pizza pasta

buffet

pizza salad

dessert

buffet

dessert pasta pizza

salad

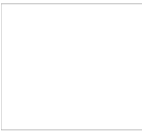


LARGE 15" PIZZA 5 CUTS • 10 Slices MEDIUM 12" CARRY OUT PIZZA MEDIUM 12"
BUFFET PIZZA SMALL 7" PIZZA CINNAMON
PIZZA GRANDE 15" 5 CORTES • 10 Piezas 3 CUTS • 6 Slices 5 CUTS • 10 Slices 2
CUTS • 4 Slices ROLLS
PIZZA MEDIANA PARA LLEVAR 12" PIZZA MEDIANA PARA EL BUFFET 12" PIZZA
PEQUEÑA 7" Add Cinnamon
3 CORTES • 6 Piezas 5 CORTES • 10 Piezas 2 CORTES • 4 Piezas Sugar & 20 rows
of Icing
ROLES DE
CANELA
Échele Canela y
20 líneas de Icing

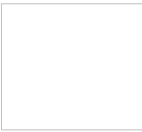
MEDIUM ROUND DESSERT 12"
7 CUTS • 14 Slices — 10 rows of Icing
POSTRE MEDIANO DE 12"
7 CORTES • 14 Piezas — 10 líneas de Icing

LARGE BREAD STICKS
13x1 CUTS • 28 Slices
PANECITOS GRANDES
MEDIUM DEEP DISH 3x1 CUTS • 8 Slices 13x1 CORTES • 28 Piezas
CUADRADA MEDIANA
3x1 CORTES • 8 Piezas
CUT CHART

CARRY OUT
BROWNIES
3x5 CUTS
24 Slices
ITALIANO PIZZA 3x2 CUTS • 12 Slices PEPPERONI FLIP LARGE DEEP DISH 5x1
CUTS • 12 Slices MEDIUM BREAD STICKS BROWNIES
PARA LLEVAR
6x1 CUTS • 14 Slices
PIZZA ITALIANO 3x2 CORTES • 12 Piezas 6 CUTS • 7 Slices CUADRADA GRANDE
PANECITOS MEDIANOS 3x5 CORTES
5x1 CORTES • 12 Piezas
PEPPERONI FLIP 6x1 CORTES • 14 Piezas 24 Piezas
6 CORTES • 7 Piezas
BUFFET
BROWNIES
7x5 CUTS
48 Slices
BROWNIES
PARA EL BUFFET
7x5 CORTES
48 Piezas



02/24/2011
Stretch Table



2 Trashcan

Make Table Salad Bar

2

1 1
Pasta Bar

DISPLAY KITCHEN FLOOR SCHEMATIC The following set up is to maintain a sparkling clean environment for our team members and guests! Black bustub for round pans, garlic/cinnamon pans, and waste
Oven 3 Forms Page 52

4 Black bustub with rack for screens

3

Buffet
4 3

1 3 4
2
2

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Schematic Key Sanitizing Bucket Cleaning Bucket
Cut Table

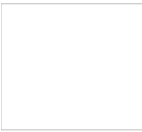
☐ [216](#) [217](#) [218](#) [219](#) [220](#) [221](#) [222](#) [223](#) [224](#) [225](#) [226](#) ☐

Page 222 -

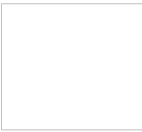
P. 222



Phones



02/24/2011



Guest Checks

Brown Bags Salad Tins Small Boxes

stseu/serseppePe

G

Tape Markers Staples Pens Etc e h C

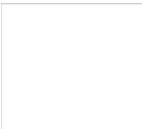
Menus
FRONT COUNTER SCHEMATIC

Printer Forms Page 53

Fax File Box

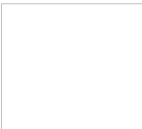
Menus

Accor dian file
pens
Lids STARS WOW Book © 2011 CiCi Enterprises, LP – All Rights Reserved
Ops Manual



s

BO PAJ J n e v 11/09/2012



M
TOM

GP O

S B

H CK

Make Table Schematic Ched. Mozz P (No Cup) O The cups for each item should match the color of the schematic. Silver cup for mozzarella. Orange cup for cheddar, mozzarella, green peppers, onions. Red cup for ham, chicken, jalapenos and black olives. Maroon cup for tomatoes and pineapple. White cup for sausage, beef and mushrooms. Space beneath the make table is reserved for backups, lesser used toppings or storage of prepped items such as pasta, Philly Sauce, Bacon Cheddar Fill under make table with backup pans of all vegetables and meats. Cover with plastic wrap and label with day, time including am/pm, and initials. Spoodle Key = 2 oz. Red Handle Spoodle = 3 oz. Tan Handle Spoodle = 4 oz. Black Spoodle Forms Page 58

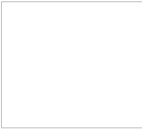
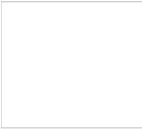
MAC Ital Zesty Buf Fully restock items needed on or in make table during the midafternoon and at close. At close clean containers and utensils, rotate and restock all food items on or in table.

ALF SPIN Banana Peppers red perforated cup Bacon #70 metal disher Pasta Large tan cup Lettuce Large brown cup Chicken for soup Blue cup Note: Store Black Olives, Pineapple and Jalapeños in 9 th pans on table.

Items not shown above

GS BBQ t S h c t e a. ☐ ☐ ☐ ☐ ☐ and Ole Sauce. © 2012 CiCi Enterprises, LP – All Rights Reserved

Pizza Sauce r Make Table Setup:
1. 2. 3. 4. 5.



MONTHLY CLEANING CHART
JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC
Restaurant Readiness
Evaluation

Clean Ovens-including back
Mineral Oil Booth frames
monthly

Exterminate

Carpet Cleaning
Change (or clean) A/C Filter

Clean Out Grease Trap
Kitchen Ceiling Tile scrubbed
Dish wash Disks (send through
oven to dry-prevents rust)
Change vacuum bag for
Central vac
Dishwasher System serviced
Awning Cleaned - minimum:3
times/year
One-Step Floor Prep Treatment
(Semi-Annually)
Acid Wash Refrigeration Coils
Clean/Service oven hood
exhaust
Professionally clean all floor
drains
Team Member MSDS Seminar
Team Member Emergency
Seminar
Team Member Food Safety
Team Member Safety Seminar

Blank box signifies monthly procedure needs to be executed.
Write the date when completed inside each box.

SCHEDULE OF SERVICES
OVEN FOOD BUSINESS
GREASE GREASE DUMPSTER DUMPSTER
TRAP SIZE TRAP FREQ. FIRES WARRANTY PERMIT LICENSE SIZE FREQUENCY
EXPIRATION EXPIRATION EXPIRATION

FILL THIS CHART OUT IN PERMANENT MARKER

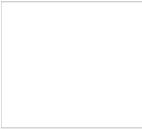


SHELF LIFE CHART/ USAGE GUIDE
PRODUCT RECEIVED OPENED/PREPPEd SALES/CASE/TRAY
SAUCES 14 DAYS 48 HOURS
MEATS 14 DAYS 48 HOURS
CANNED/BAGGED TOPPINGS 30 DAYS 7 DAYS
Alfredo Sauce 14 days 48 hours \$7600
Anchovies 30 days 7 days
Apple Topping 30 days 48 hours \$10,775
Bacon Bits 30 days 30 days \$125,000
Bacon Cheddar Sauce 14 days 48 hours
Banana Peppers 30 days 7 days \$15,200
Barbecue Topping 14 days 48 hours \$11,200
Barbeque Wing Sauce 30 days 14 days
Bavarian Topping 30 days 14 days
Beef Topping 14 days 48 hours \$15,000
Black Olives 30 days 7 days \$14,000
Breadstick Shake 30 days 14 days
Brownie Mx30 days 7 days \$3,000
Buffalo Drizzle 30 days 48 hours \$51,000
Buffalo Sauce 14 days 48 hours \$12,000
Buffalo Wing Sauce Mild 48 hours
Butter Flavor Topping 30 days 7 days \$7000
Canned Pineapple 30 days 3 days \$14,000
Cheddar Cheese 14 days 48 hours \$900
Chicken 30 days frozen 14 days thawed \$8800
Cinnamon Rolls 40 hours \$80/PAN
Coke Syrups 30 days 30 days
Croutons 14 days 14 days \$14,000
Crumb Topping 30 days 48 hours \$16,850
Deep Dish Dough 40 hours \$100/MEDIUM
Diced Tomatoes 30 days 7 days \$10,532
Dough Ingredient Packet 30 days 30 days \$850
Dressings 30 days 7 days \$10,300
Flour 30 days 30 days \$264
Garlic/Parmesan/Oregano 30 days 14 days
Green Olives 30 days 7 days \$251,000
Ham 14 days 48 hours \$12,300
Jalapenos 30 days 7 days \$20,000
Ketchup 30 days
Mac and Cheese Sauce 14 days 48 hours \$1600
Mustard 30 days
Oil 30 days 7 days
Ole Sauce 14 days 48 hours \$27,000
Parmesan Cheese 30 days 14 days \$28,000
Pasta Noodles 30 days 36 hours \$3000
Pasta Sauce 14 days 48 hours \$4800
Pepperoni 14 days 48 hours \$5000
Philly Sauce 14 days 48 hours
PhillySteak 14 days 48 hours
Pickles 30 days 7 days
Pizza Cheese 14 days 48 hours \$1300
Pizza Sauce 14 days 48 hours \$2800
Produce 4 days 4 days
Round Dough 48 hours \$85/TRAY
Rustic Sauce 14 days 48 hours
Sausage 14 days 48 hours \$15,000
Soup Concentrate 14 days
Spinach 14 days frozen 7 days thawed \$18,000
Spinach Alfredo Sauce 24 hours \$2500/BATCH
White Icing 30 days 7 days \$14,000
Wings 30 days frozen 14 days thawed
Yeast 30 days 48 hours \$4460
Zesty Sauce 14 days 48 hours \$15,500

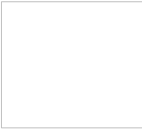
Items not listed above (spices, sugars, and condiments) are 30 days received

and 14 days open.

☐ [220](#) [221](#) [222](#) [223](#) [224](#) [225](#) [226](#) [227](#) [228](#) [229](#) [230](#) ☐



Italian Dressing ½ Ladle (1 ½ oz.) 1 Ladle (3 oz.) 2 Ladles (6 oz.) 02/24/2011



Dressing ½ Ladle (1 ½ oz.) 1 Ladle (3 oz.) 2 Ladles (6 oz.) Tomatoes 4 Count (1 oz.) 8 Count (2oz) 12 Count (4 oz.) SAUCE 8 oz as needed 8 oz. as needed

ADDED

Bits

Bacon ½ Ladle (1 oz.) 1 Ladle (2 oz.) 2 Ladles (4 oz.) Banana Peppers ½ Tong (1 oz.) 1 Tong (2oz) 2 Tongs (4 oz.) SAUCE 48 oz. Sauce (6 Ladles) 24 oz. Sauce (3 Ladles)

BLT Salad Tomatoes 4 Count (1 oz.) 8 Count (2 oz.) 12 Count (4 oz.) Italian Salad Black Olives ½ Tong (1/2 oz.) 1 Tong (2oz) 2 Tongs (4 oz.) Pasta Station Forms Page 63

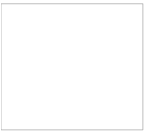
Lettuce 2 – 12" Tongs (1 Qt.) 4 – 12" Tongs (2 Qt.) 8 – 12" Tongs (4 Qt.) WATER 16 oz 16 oz

Red Onions ½ Tong (1/2 oz.) 1 Tong (1 ½ oz.) 2 Tongs (2 ½ oz.)

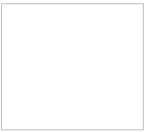
½ Batch Single Batch Double Batch PASTA Full Batch Pasta (2 quarts) Half Batch Pasta (1 quart)
Size

Size ½ Batch Single Batch Double Batch

☐ [221](#) [222](#) [223](#) [224](#) [225](#) [226](#) [227](#) [228](#) [229](#) [230](#) [231](#) ☐



Brownie 02/24/2011



Cin

Apl

RD

RD

RD

Italiano

OFF PEAK BUFFET SET UP SCHEMATIC 8 ROUND (CAN BE ½ AND ½ pizzas), 1
DEEP DISH, 3 DESSERT Forms Page 64
RD

RD

DD

RD

RD

Flip

☐ [222](#) [223](#) [224](#) [225](#) [226](#) [227](#) [228](#) [229](#) [230](#) [231](#) [232](#) ☐



OVEN PLACEMENT CHART

*****COOK TIME ON ALL OVENS IS 4:45*****

475° OVEN MOVING LEFT TO RIGHT 475°

Pizzas
Brownies Round
Flip Desserts
Wings

Deep Dish
Deep Dish 1 Pass
st
Italiano
nd

2 Pass Pasta Dough 1
st

. Bread Sticks Cinnamon Pass

Soup Garlic

nd
Italiano 2
Pass

Oven Door

ALL ITEMS MUST HAVE A 1" GAP BETWEEN PRODUCTS AND SIDES OF CONVEYER
EXCEPT CINNAMON ROLLS WHICH NEED A 2" GAP BETWEEN PRODUCTS

475° OVEN MOVING RIGHT TO LEFT 475°

Pizza
Round Brownies
Desserts Flip
Wings

Deep Dish
1 Pass Deep Dish
st
Italiano

Dough 1 Pasta 2 Pass
nd
st

Pass Cinnamon

Garlic Bread Sticks

nd

Italiano 2 Soup
Pass

Oven Door

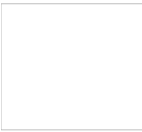
OVEN 1 CLEANED _____ OVEN
TIME/TEMP _____

OVEN 2 CLEANED _____ OVEN
TIME/TEMP _____

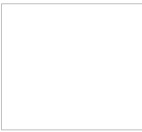
OVEN 3 CLEANED _____ OVEN TIME/TEMP

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☐ [223](#) [224](#) [225](#) [226](#) [227](#) [228](#) [229](#) [230](#) [231](#) [232](#) [233](#) ☐



11/09/2012



3+ Topping Pizza 3+ Topping Pizza

Medium 12" Pepperoni Placement

Start topping pepperoni pizzas at the 12 o'clock position. 2. Start topping pepperoni pizzas at the 6 o'clock position. Large 15" Pepperoni Placement Start topping pepperoni pizzas at the 12 o'clock position. 2. Start topping pepperoni pizzas at the 6 o'clock position. Forms Page 65

1. 1.

1 -2 Topping Pizza 1 -2 Topping Pizza

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☐ [224](#) [225](#) [226](#) [227](#) [228](#) [229](#) [230](#) [231](#) [232](#) [233](#) [234](#) ☐

PREP TO BUILD CHART

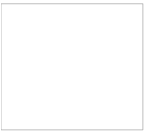
Shelf Life Proof & PROJECTED SALES Time
Marination Time Standard
TUE
MON BUILD WED THURS FRI SAT SUN
BUILD TO TO BUILD TO BUILD TO BUILD TO BUILD TO BUILD TO ON HAND TO DO

- 36 hours N/A CAVATAPPI PASTA (TUB) 12 minutes
- 24 hours N/A SPINACH ALFREDO (BATCH) 8 minutes
- 48 hours 1 hour PIZZA SAUCE (BATCH) 5 minutes
- 48 hours 1 hour PASTA SAUCE (BAG) 5 minutes
- 48 hours 1 hour OLE SAUCE (BAG) 2 minutes
- 48 hours 1 hour MAC & CHEESE SAUCE (BAG) 2 minutes
- 48 hours N/A WHITE PASTA SAUCE (BAG) 2 minutes
- 48 hours 2 hours FUDGE BROWNIES (TRAY) 3 minutes
- 48 hours 7 hours SMALL TRAYS 13 minutes
- 48 hours 7 hours MEDIUM TRAYS 13 minutes
- 48 hours 7 hours LARGE TRAYS 13 minutes
- 24 hours 7 hours 7 oz PAR BAKED CRUST 10 minutes
- 48 hours N/A MOZZARELLA CHEESE (TUB) 5 minutes
- 48 hours N/A CHEDDAR CHEESE (LBS) 5 minutes
- 40 hours 1/2 way up pan MEDIUM DEEP DISH (PANS) 43 minutes
- 40 hours 1/2 way up pan LARGE DEEP DISH (PANS) 43 minutes
- 40 hours Top of pan GARLIC BREAD STICKS (PANS) 43 minutes
- 40 hours Top of pan MEDIUM BREAD STICKS (PANS) 43 minutes
- 24 hours N/A GARLIC KNOTS (PANS) 43 minutes
- 40 hours 1/2 way up pan CINNAMON ROLLS (PANS) 43 minutes
- 48 hours N/A PASTA SALAD (BATCH) 5 minutes
- 4 days N/A GREEN PEPPERS (LBS)
- 4 days N/A RED ONIONS (LBS)
- 4 days N/A MUSHROOMS (LBS)
- 4 days N/A TOMATOES (LBS)

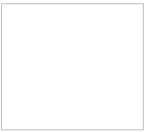
PREPARED BY: _____

DATE: _____

☐ [225](#) [226](#) [227](#) [228](#) [229](#) [230](#) [231](#) [232](#) [233](#) [234](#) [235](#) ☐



Production Chart



Number Racks
Time Periods Of On The ½ and ½ Staged
Ovens ON Wall Pizzas Pizzas

Open NO

_____to_____ BACK-UP
ZONE

Peak Lunch

_____to_____

Off Peak NO

_____to_____ BACK-UP
ZONE

Peak Dinner

_____to_____

Off Peak NO

_____to_____ BACK-UP
ZONE

☐ [226](#) [227](#) [228](#) [229](#) [230](#) [231](#) [232](#) [233](#) [234](#) [235](#) [236](#) ☐

SHELF LIFE CHART/ USAGE GUIDE
PRODUCT RECEIVED OPENED/PREPPEd SALES/CASE/TRAY
SAUCES 14 DAYS 48 HOURS
MEATS 14 DAYS 48 HOURS
CANNED/BAGGED TOPPINGS 30 DAYS 7 DAYS
Alfredo Sauce 14 days 48 hours \$7600
Anchovies 30 days 7 days
Apple Topping 30 days 48 hours \$10,775
Bacon 30 days 7 days
Bacon Bits 30 days 30 days \$125,000
Bacon Cheddar Sauce 14 days 48 hours
Banana Peppers 30 days 7 days \$15,200
Barbecue Topping 14 days 48 hours \$11,200
Barbeque Wing Sauce 30 days 14 days
Bavarian Topping 30 days 14 days
Beef Topping 14 days 48 hours \$15,000
Black Olives 30 days 7 days \$14,000
Breadstick Shake 30 days 14 days
Brownie Mx30 days 7 days \$3,000
Buffalo Drizzle 30 days 48 hours \$51,000
Buffalo Sauce 14 days 48 hours \$12,000
Buffalo Wing Sauce Mild 48 hours
Butter Flavor Topping 30 days 7 days \$7000
Canned Pineapple 30 days 3 days \$14,000
Cheddar Cheese 14 days 48 hours \$900
Chicken 30 days frozen 14 days thawed \$8800
Cinnamon Rolls 40 hours \$80/PAN
Coke Syrups 30 days 30 days
Croutons 14 days 14 days \$14,000
Crumb Topping 30 days 48 hours \$16,850
Deep Dish Dough 40 hours \$100/MEDIUM
Diced Tomatoes 30 days 7 days \$10,532
Dough Ingredient Packets 30 days 30 days \$850
Dressings 30 days 7 days \$10,300
Flour 30 days 30 days \$264
Garlic/Parmesan/Oregano 30 days 14 days
Garlic Seasoning 30 days 7 days
Green Olives 30 days 7 days \$251,000
Ham 14 days 48 hours \$12,300
Italiano Sauce 14 days 48 hours
Jalapenos 30 days 7 days \$20,000
Mac and Cheese Sauce 14 days 48 hours \$1600
Oil 30 days 7 days
Ole Sauce 14 days 48 hours \$27,000
Parmesan Cheese 30 days 14 days \$28,000
Pasta Noodles 30 days 48 hours \$3000
Pasta Salad 48 hours
Pasta Sauce 14 days 48 hours \$4800
Pepperoni 14 days 48 hours \$5000
Pizza Cheese 14 days 48 hours \$1300
Pizza Sauce 14 days 48 hours \$2800
Produce 4 days 4 days
Round Dough 48 hours \$85/TRAY
Sausage 14 days 48 hours \$15,000
Soup Concentrate 14 days
Spinach 14 days frozen 7 days thawed \$18,000
Spinach Alfredo Sauce 24 hours \$2500/BATCH
White Icing 30 days 7 days \$14,000
Wings 30 days frozen 14 days thawed
Zesty Sauce 14 days 48 hours \$15,500

Items not listed above (spices, sugars, and condiments) are 30 days received and 14 days open.

☐ [227](#) [228](#) [229](#) [230](#) [231](#) [232](#) [233](#) [234](#) [235](#) [236](#) [237](#) ☐

SPECIALTY PIZZA TOPPING CHART



ALF Sauce Mozz

Mc L Hp

Lc 2 L 2 Hp

BBQ Sauce Mozz Ched ROUND DESSERT PIZZAS

Mc LLL Topping Crumb

Lc Hp Hp Hp APPLE 5 oz. Hp L

BUF Sauce Mozz CK BAV 5 oz. Hp L

Mc LHpL

Lc Hp 2 Hp 2 Hp

BC Sauce Mozz Ched

Mc LLL

Lc Hp Hp Hp

Cheese Sauce Mozz Mozz

Mc L LL

Lc L 2 LL

Mc L LL

L c Hp 2 Hp L

Chik Sauce Mozz CK MParm/Oregano

Mc LHp L Hp 5 Second Shake

Lc Hp 2 Hp 2 Hp 2 Hp 7 Second Shake

HC Sauce Mozz Ched H

Mc L LLL

Lc 2 L Hp Hp 2 Hp

Mac Sauce Pasta Mac Cheese Mozz

Mc LLLHp

Lc Hp Hp Hp 2 Hp

Ole Sauce B Lettuce Ched Sauce

Mc L Hp L Hp 3/4

Lc Hp 2 Hp Hp Hp 3/4

Spin Sauce Mozz

Mc LHp

Lc Hp 2 Hp

TOM Sauce Mozz T Parm/Oregano

Mc L Hp Hp 5 Second Shake

Lc 2 L 2 Hp 2 Hp 7 Second Shake

ZP Sauce Mozz P P - DD

Mc L Hp 20 16

Lc 2 L 2 Hp 30 24

ZVEG Sauce Ched MO GP T Parm/Oregano
Mc L L 3/4 3/4 3/4 3/4 5 Second Shake

Lc 2 L Hp Hp Hp Hp Hp 7 Second Shake

Italiano Pizzas

Sauce Mozz O BOT Parm/Oregano
Tc GAR L Hp 3/4 3/4 3/4 5 Second Shake

Sauce

Tc MD Sauce Mozz Parm/Oregano
L 2 Hp 10 Second Shake

Sauce Mozz P S Parm/Oregano
Tc PS
L Hp 12 3/4 5 Second Shake

Sauce Mozz BO O MGP Parm/Oregano
Tc Veg
L Hp 3/4 3/4 3/4 3/4 5 Second Shake

TOPPING CHART



MEDIUMLARGE

Round DD Round DD

LLHp
L
Sauce
Extra Sauce = + 1/2

L2 L2 HpL

Cheese
Extra Cheese = + L

COUNT TOPPING CHART

MEDIUMLARGE

Round DD Round DD

Total Topping 1-23+1-23+ 1-23+1-23+
Count
P 201016 8830152412

A 10 8 10 12

TcP 12

CUP TOPPING CHART

MEDIUMLARGE

Total Topping 1-2 3+ & Tc 1-2 3+
Count
B S M Hp 3/4 2 Hp Hp

O GP Hp 3/4 2 Hp Hp

H CK BO J L 3/4 2 Hp Hp
BP GO

PA T Hp 3/4 2 Hp Hp

BA Hp Hp 2 Hp Hp

Pasta L Hp

Noodles

Lettuce L Hp

SOUP

1 Batch 2 Batches

Chicken Hp 2 Hp

Pasta L 2 L
Noodles

Hot Water 32 oz 64 oz

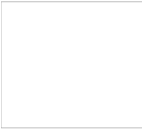
The color of the box reflects the color of the cup being used.

El color del cuadro refleja el color de la copa que se debe de utilizar.

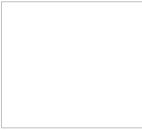
Hp = Heaping Cup

L = Level Cup

3/4 = 3/4 Cup



02/24/2011



RD

RD

RD CIN

RD APL

Italiano

BROWNIE
TWO BUFFET SET UP SCHEMATIC FOR OFF PEAK HOURS 8 ROUND (CAN BE ½
AND ½ pizzas), 1 DEEP DISH, 3 DESSERTS Forms Page 71
RD

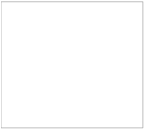
DD

RD

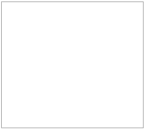
RD

Flip

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Wing Sauce Procedures



Step 1:

Get out the proper amount of Wings (5, 10, or 20) and

place in the sauce bowl.

Paso 1:

Saque la cantidad de Alitas (5, 10, o 20) y pongalas en el

plato hondo para embarar con salsa.

Step 2: Quantity Sauce

5 Wings 3 seconds

Squeeze out the appropriate flavor

10 Wings 5 seconds

and amount of sauce into the bowl.

(Mild, Medium, Hot, BBQ, Garlic Parmesan) 20 Wings 7 seconds

Paso 2: Garlic Parmesan

Escura la cantidad correcta y sabor

Quantity Parmesan

de salsa que pide la orden en el

5 Wings 3 sec. shake

plato hondo.

10 Wings 3 sec. shake

(Suave, Mediopicante, Picante, BBQ, Ajo) 20 Wings 5 sec. shake

Step 3:

Gently toss Wings in sauce bowl and use tongs to assist
with proper coverage. Each Wing should be evenly coated
with the specified sauce.

Paso 3:

Quedito revuelva las Alitas con salsa usando tenazas para

cubrir cada Alita completamente con salsa.

Step 4:

Remove Wings with tongs and

serve in the proper serving
container.

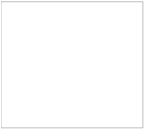
Paso 4:

Usando las tenazas pongalas Alitas
en el contenedor forado correcto.

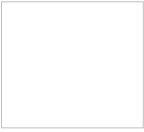
Dine-In To-Go

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Sunday Clean Toothpick Dispenser Cut Special Request Tickets Detail Staging Warmers & Stands Clean Paper Towel Dispensers throughout Restaurant (In & Out) Clean Outside of Oven Clean Outside of Oven Hood Clean All Charts & Make Table Lids Wash All Large Screens & Run Through Oven Clean Ice Machine (In & Out) Clean Co2 Tank, Mop Sink, Mop Bucket Clean A/C Vents Clean Table Bases Detail Prep Area Walls Clean Area Base Boards 02/24/2011



Saturday Clean Phones & Time Clock Clean Tray Holder Clean TVs, TV Stands Clean Buffet Counter with Power Foam & Green Scrubs Pad Replace Stained Ceiling Tiles and Clean Fans Clean Area Walls & Charts Detail Make-Table & Gaskets Detail All Scales Clean Dumpster area Clean Condiment & Utensil Holder Clean Coke Machine & Ice Bin & Lid Clean Napkin Dispensers Organize Walk-in Dry Storage & Shelving Deck brush floors Under/Behind Equipment

Friday Organize Under Counter Clean Register Clean Underneath all Buffet Warmers Clean Restroom Doors & Thresholds Wash Squeeze bottles & Shakers Clean Kitchen Doors, Frames & Thresholds Clean All Hand Sinks Clean Ticket Minder Clean Hot Water Heater & Surrounding Area Clean all Trash Cans & Lids (In/Out) Clean Dining Room Baseboards Deck Brush Restroom Floors & Clean Urinals & Toilets Detail Pasta Cooker (Behind & Underneath Probes & Drains) Clean All Recipes & Charts

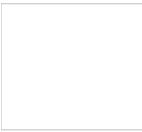
Weekly Zone Cleaning Thursday Detail Reach-In & Salad Bar Cooler Clean Clock, Pictures & Menu Board Clean Entry & Exit Door Thresholds Clean Inside of Window Ledges Clean All Light Covers in Restaurant Clean Top of Oven Detail Outside of the Oven Detail Dough Press Detail 3 Compartment Sinks Detail Dish Machine (In/Out) Clean Restroom Exhaust Fans, Feminine Product Receptacles Clean Chairs Legs (Loyalty Loops 2) Clean Food Storage Buckets & Scoops Detail Hobart, Take Apart Cheese Grater & Clean Forms Page 73

Wednesday Clean Carryout Warmer Clean Area Walls Clean Buffet Area Base Boards
Buffet Walls including Front & Back of Buffet Clean Area Base Boards Clean Restroom
Walls & Stalls Clean Area Base Boards Clean Area Walls Clean Dish Area Base
Boards Clean Dish Area Walls & Charts Clean Chairs Legs (Loyalty Loops 1) Clean
Gameroom Floors & Under Each Game Clean Walk-in Door (in & out) including
Gaskets Clean Walk-in Walls, Light Covers & Curtain

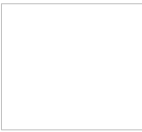
Tuesday Clean Wall Behind Salad Bar Clean Front Counter Top & Front Display Clean
all Drains with a brush. Pour Bleach & 2 Gallons of Hot Water in each Drain Clean all
Booths & Bar Stools Organize storage areas: Fur-down, Beverage Area Cabinets Clean
Gameroom Walls Detail Area Dunnage/Storage Racks in Area Clean Inside Oven
Hood Clean & Organize Chemical Storage Rack Remove Gum from Sidewalk & Deck
Brush Entrance/Exit Fill Salt & Pepper/ Clean Gameroom Base Boards Empty Cheese
& Red Pepper Shakers & Wash Detail Dry Storage/ Dunnage/Coke Racks Clean Walk-
in Shelving Racks © 2011 CiCi Enterprises, LP – All Rights Reserved

Monday Clean Area Base Boards Clean Light Fixtures & Cup Rack Dolly Detail Buffet
Warmers, Warmer Tops & Posts Clean Outside Window Ledges Detail Cut Table,
Posts, Shelf & Ticket Minder Detail Pizza Box Shelving & Walls Detail Stretch Table,
Legs & Shelf Wash all Medium Screens & Run Through Oven Deck Brush Walk-In &
Clean Walk-in Walls Deck Brush Restroom Floors and Baseboards Detail Bus Cart,
High Chairs & Boosters Empty Salt & Pepper Shakers & Wash Clean Dough Rolling
Racks Detail Prep Table Including Legs & Shelves

Zone 1 Welcome Way Guest Greeter Zone 2 Stock Main Street Cut Zone 3 Q Circle
Zone 4 Cook Pizza Parkway Dish Zone 5 Back Stage Blvd S/A Zone 6 Loyalty Loops 1&2
Prep Zone 7 Backstage Blvd



WELCOME WAWAYYWAYYAWWW
WWWWWWWWWW
WELCOME WAYWAYWAYOOMMM
WELCOME AAWWWW
WWELCOME WAYLCOMLCOMOOMMMM



ZONE 1

GUEST GREETER

- Clean as you go
REVIEW SHIFT GOALS WITH MANAGER - - -
RUNNING DUTIES
Practice Full Hands In,
• Count Beginning and Ending Cash Full Hands Out
- Stock Salad Reach-In Cooler
- Stock Pens and Guest Checks
- Clean Doors and Windows - have window cleaner & paper towels under counter
- Restock all Plates and Cups throughout the shift
- Maintain front counter clean & organized
- Maintain salad & pasta bar clean & stocked

Clean Area Base Boards
Monday

Clean Light Fixtures & Cup Rack Dolly

Clean Wall Behind Salad Bar
Tuesday

Clean Front Counter Top & Front Display

Clean Carry-Out Warmer
Wednesday

Clean Area Walls

Detail Reach-In & Salad Bar Cooler
Thursday ZONE CLEANING

Clean Clock, Pictures & Menu Board

Organize Under Counter

Friday

Clean Register

Clean Phones & Time Clock

Saturday

Clean Tray Holder

Clean Toothpick Dispenser

Sunday

Cut Special Request Tickets

fresh

~~pizza~~ pasta

buffet

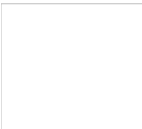
~~pizza~~ salad

dessert

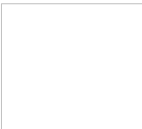
buffet

dessert pasta pizza

salad



MMAA
MMMMMMMAIN STREETSTRE TSTRE T
MAIN STREETRR RANN N NN N SS S SS SAINAIN
MAIN STREET
MAIN STREET



ZONE 2

STOCK

- Clean as you go
- - -
RUNNING DUTIES
REVIEW SHIFT GOALS WITH MANAGER
Practice Full Hands In,
• Maintain clean sneeze guards & warmers Full Hands Out
- Keep buffet utensils clean
- Empty out all black bus tubs throughout the shift
- Keep kitchen floors clean & swept
- Replace all cleaning & sanitation buckets throughout the shift
- Stock counter with plates
- Keep beverage area clean

Detail Buffet Warmers, Warmer Tops & Posts
Monday

Clean Outside Window Ledges

Clean all Drains with Brush & Pour Bleach & 2 Gals. of Hot Water in Each Drain
Tuesday

Clean all Booths & Bar Stools

Clean Buffet Area Base Boards
Wednesday

Clean Buffet Walls Including Front & Back of Buffet

Clean Entry & Exit Door Thresholds
Thursday ZONE CLEANING
Clean Inside of Window Ledges

Clean Underneath all Buffet Warmers
Friday
Clean Restroom Doors & Thresholds

Clean TVs & TV Stands
Saturday

Clean Buffet Counter with Power Foam & Green Scrub Pads

Detail Staging Warmers & Stands
Sunday

Clean Paper Towel Dispensers Throughout Restaurant (Inside & Out)

fresh

pizza pasta

buffet

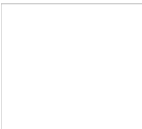
pizza salad

dessert

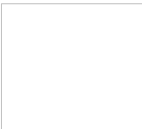
buffet

dessert pasta pizza

salad



Q Q Q Q Q CIRCLECIRCLCIRCLR
Q Q
Q CIRCLE
Q CIRCLE
Q CIRCLE



ZONE 3 ZONA 3

CUT CORTADOR Clean as you go

Mantenga Limpio

- RENEW SHIFT GOALS WITH MANAGER Practice Full Hands In,
REPASE LA META DEL TURNO CON EL ENCARGADO Full Hands Out
- Always Help Keep the Buffet Full & Fronted Si va para atrás, llévese algo.
- RUNNING DUTIES RESPONSABILIDADES Limpie y Rellene su Estación
Siempre Ayude a Mantener el Buffet Lleno y Limpio
Si viene de atrás,
traiga algo.
- Clean & Restock Cut Station
-
- Take All Pans to Dish area & Help Keep Organized
Lleve las charolas sucias a la área de los platos
 - Restock Box Levels
Rellene la Cajas para llevar
-
- Burn all Deep Dish Pans & take to Prep Station
Corra las Charolas de Deep Dish lavadas por el horno
-
- Deck Brush Grey Tile in front of Buffet Nightly
Lave los pisos enfrente del buffet cada noche
-
- Replace all Cleaning & Sanitation Buckets through out the day
Seguido Cambie los Cubos de Limpieza durante el día

Detail Cut Table: Posts, Shelves & Ticket Minder
Monday Limpie la mesa de Cortar, Estante, Sostenedor de ordenes
Lunes Detail Pizza Box Shelving & Walls
Limpie el estante de las cajas para pizzas de llevar

Organize Storage areas: Fur down, Beverage Area Cabinets
Tuesday Organice la área debajo de la maquina de sodas y arriba del buffet
Martes Clean Gameroom Walls

Limpie las Paredes en el Cuarto de los Juegos

Clean Area Base Boards
Wednesday Limpie los Bordes de los Pisos en su Área
Miércoles Clean Restroom Walls & Stalls

Limpie las Paredes y Compartimentos de los Baños

Clean All Light Covers in Restaurant
Thursday Limpie Todas las Tapas de las Luces que Estén Sucias

Jueves Clean Top of Oven ZONE CLEANING TAREAS DE LIMPIEZA
Limpie la parte de encima del horno

Wash Squeeze bottles & shakers
Friday Vacíe y lave las botellitas de Plástico y el Contenedor de Canela
Viernes Clean Kitchen Doors, Frames & Thresholds

Limpie las Puertas de la Cocina y el Marco

Saturday Replace Stained Ceiling Tiles & Ceiling Fans
Cambie las Tejas Manchadas y Limpie los Abanicos
Sábado Clean Area Walls & Charts
Limpie las Paredes y las Cartas Graficas

Sunday Detail Outside of Oven
Limpie el Horno por Fuera
Domingo Clean Outside of Oven Hood

Limpie Capilla del Horno por fuera

fresh

~~pizza~~ pasta

buffet

~~pizza~~ salad

dessert

buffet

dessert pasta pizza

salad



PIZZA PARKWAY WWW WWW WRPA AARKWAY IZZA PAPARK WAWAY IZZA PAARKWAY
P P AAP PAAP R R WAAAYAYYY
P P P PIZZA PARKWAPARKW
PIZZA
PIZZA

ZONE 4 ZONA 4

COOK COCINERO Clean as you go

Mantenga Limpio

REMEW SHIFT GOALS & PRODUCTION Practice Full Hands In,
CHART WITH MANAGER Full Hands Out
REPASE LA META DEL TURNO CON EL ENCARGADO Si va para atrás, llévese algo.
RUNNING DUTIES RESPONSABILIDADES • Run Washed Deep Dish Pans through
the Oven
• Clean & Oil Dough Press
Si viene de atrás,
Limpie y engrase la prensa de masa
traiga algo.
Corra las charola de deep dish limpias por el horno
• Clean the Outside of Oven
Limpie el horno por fuera
• Take all Pizza Racks to Dish Area at Closing
Lleve los estantes de pizzas a los platos cada noche
• Fill & Flip Make Table
Llene y Voltee los envases en un envase limpio
• Wrap & Label all Food product with plastic wrap or lids at Closing
Envuelva con plástico y marque los envases
• Always Help Keep the Buffet Full & Fronted
Siempre ayude a mantener el buffet lleno y limpio

Detail Stretch Table, Legs & Shelf
Monday Limpie la mesa de estirar, Postes y el Estante
Lunes Wash all Medium Screens & Run Through Ovens
Lave todos los discos de pizza medianas y Córralos por el horno para secar

Detail Area Dunnage & Storage Racks
Tuesday Limpie todos los Estantes en su área
Martes Clean Inside Oven Hood

Limpie la capilla del horno por dentro

Clean Area Base Boards
Wednesday Limpie los Bordes de los Pisos en su área
Miércoles Clean Area Walls

Limpie los pisos de su área

Detail Outside of Oven
Thursday Limpie el horno por fuera

Jueves Detail Dough Press ZONE CLEANING TAREAS DE LIMPIEZA
Limpie la prensa de masa

Clean All Hand Sinks
Friday Lave todos los lava manos
Viernes Clean Ticket Minder

Limpie Sostenedor de ordenes

Saturday Detail Make-Table & Gaskets
Limpie las Juntas de la mesa de la cocina
Sábado Detail All Scales
Limpie todas la basculas

Sunday Clean All Charts & Make Table Lids
Limpie todas las Cartas, recetas y las tapas de la mesa de la cocina
Domingo Wash all Large Screens & Run Through Oven

Lave todos los discos de pizza Grande y Córralos por el horno para secar

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fresh

pizza pasta

buffet

pizza salad

dessert

buffet

dessert pasta pizza

salad

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BACK STAGE BLVDBB BAGE BLVDACK STATAGE BLVLVDACK STAAGE BLWDBSS
AAAA
B B D D D
BACK STSSSS
BACK STAGE BLVDACK STAGE BLVDBBBB B BB BAA

ZONE 5 ZONA 5

DISH PLATOS Clean as you go

Mantenga Limpio

REVIEW SHIFT GOALS WITH MANAGER Practice Full Hands In,
REPASE LA META DEL TURNO CON EL ENCARGADO Si va para atrás, llévese algo.
Full Hands Out

- Take out Trash & Re-line Trash Can

RUNNING DUTIES RESPONSABILIDADES Llene la maquina de bebidas con hielo y
mantenga esta área limpia
Si viene de atrás,
Tire la basura
traiga algo.

- Fill Ice Machine & Maintain Beverage Counter Clean

- Scrape & Wash Deep Dish pans & take to Cook Station

Limpie y lave las charolas de Deep Dish

- Wash Tea Urns

Llave contenedores de te

- Wash Dust Pans & Cleaning Buckets Nightly

Lave el recogedor de basura y los cubos de limpieza cada noche

- Restock all Dishes & Cups

Rellene los platos y vasos

- Spot Check Restrooms every 15 minutes

Revise las limpieza de los baños cada 15 minutos

Deck Brush Walk In Floors & Clean Walk-in Walls

Monday Lave los pisos y limpie las paredes del Refrigerador

Lunes Scrub Restrooms Floors & Baseboards

Lave los pisos y los bordes de las paredes de los baños

Clean & Organize Chemical Storage Rack

Tuesday Limpie y Organice el estante de los químicos

Martes Remove Gum from Sidewalk & Deck Brush Entrance & Exits

Remueva el chicle y lave la entrada y salida del restaurante

Clean Dish Area Base Boards

Wednesday Limpie los Bordes de los Pisos en su área

Mércoles Clean Dish Area Walls & Charts

Limpie las paredes y las cartas en su área

Detail 3 Compartment Sinks

Thursday Lave los 3 Regadores

Jueves Detail Dish Machine IN/OUT ZONE CLEANING TAREAS DE LIMPIEZA

Limpie la Máquina de lavar los platos por dentro y fuera

Clean Hot Water Heater & Surrounding Area

Friday Limpie el tanque de agua y la área al rededor

Vernes Clean all trash Cans & Lids (In/ Out)

Limpie los botes de basura por dentro y fuera

Saturday Clean Dumpster area

Limpie la área del basurero de fuera

Sábado Clean Condiment & Utensil Holder

Limpie los compartimentos de poner los cubiertos

Sunday Clean Ice Machine (In & Out)

Limpie la maquina de hielo por dentro y fuera

Domingo Clean Co2 Tanks, Mop Sink, Mop Bucket

Limpie el tanque de gas de Co2, fregador del trapeador y el cubo

fresh

pizza pasta

buffet

pizza salad

dessert

buffet

dessert pasta pizza

salad



LOYALTY LOOPS LOOTY LOOOO
L L O O A A O O P S P S
LOYALTY LOOPS P P P O O S S S S S A O O O Y A Y A L T Y Y O Y A A
LOYALTY LOOPS A L T Y LOOPS O O
LOY

ZONE 6

SERVICE ASSISTANT

- Clean as you go
- - -
- RUNNING DUTIES
REVIEW SHIFT GOALS WITH MANAGER Practice Full Hands In,
Full Hands Out
- Clean & Set up Bus Carts, Restock Soap & Paper Towels
 - Sweep & Mop Dining Room Floors Every Nightly
 - Fill Ice & Maintain the Beverage Counter Clean
 - Align Dining Room Chairs & Tables
 - Clean High chairs, Boosters & Slings while bussing tables
 - Sweep Dining room Floors after every wave of Business
 - Clean & Sanitize Bathrooms throughout the Day

Detail Bus Cart, High Chairs & Boosters
Monday

Empty Salt & Pepper Shakers & Wash

Fill Salt & Pepper Shakers/ Clean Game room Base Boards
Tuesday

Empty Cheese & Red Pepper Shakers & Wash

Clean Chair Legs (Loyalty Loop 1)
Wednesday

Game Room Floors & Under Each Game

Clean Restroom Exhaust Fans, Feminine Product Receptacles

Thursday ZONE CLEANING
Clean Chair Legs (Loyalty loop 2)

Clean Dining Room Base Boards
Friday
Deck Brush Restroom Floors & Clean Urinals & Toilets

Clean Coke Machine, Ice Bin & Lid
Saturday

Clean Napkin Dispensers

Clean A/C Vents
Sunday

Clean Table Bases

fresh

pizza pasta

buffet

pizza salad

dessert

buffet

dessert pasta pizza

salad

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BACK STAGE BLVDBB BAGE BLVDACK STATAGE BLVLVDACK STAAGE BLWDBSS
AAAA
B B D D D
BACK STSSSS
BACK STAGE BLVDBACK STAGE BLVDBBBB B BB BAA

ZONE 7 ZONA 7

PREP PREPARADOR Clean as you go

Mantenga Limpio

REVIEW SHIFT GOALS WITH MANAGER Practice Full Hands In,
REPASE LA META DEL TURNO CON EL ENCARGADO Si va para atrás, llévese algo.

Full Hands Out

- Rotate all dough in walk-in

RUNNING DUTIES RESPONSABILIDADES Si el restaurante estas muy ocupado,
ayude hacer pizzas

Si viene de atrás,

Roté los productos dentro del refrigerador

traiga algo.

- Practice the No Prep Zone

- Clean Dough Mixer & Pasta Cooker Daily

Limpie la batidora de masa y maquina de cocinar pasta

- Clean All Food Storage Containers & Scales

Limpie los contenedores de sal, azúcar y canela y las basculas

- Gather all equipment needed for the next day

Ajunte todo la herramienta de preparar para el próximo día

- Keep area organized & floors swept

Mantenga la área organizada y el piso limpios

- Deck Brush Walk-in Nightly

Lave los pisos de el refrigerador cada día

Clean Dough Rolling Racks

Monday Limpie los caritos que detienen las charolas de masa

Lunes Detail Prep Table Including Legs & Shelves

Limpie la mesa de preparar, incluyendo los postes y el estante

Detail Dry Storage/Dunnage/Coke Racks

Tuesday Limpie todos los estantes la área de la preparación y el de las Sodas

Martes Clean Walk-in Shelving Racks

Limpie todos los estantes dentro del refrigerador

Clean Walk-in Doors (Inside & out), including Gaskets

Wednesday Limpie la puerta del refrigerador (dentro y fuera) incluyendo la junta

Miércoles Clean Walk-in Walls, Light Covers & Curtains

Limpie las paredes del refrigerador y la tapa de la luz y la cortina

Clean Food Storage Buckets & scoops

Thursday Lave los botes de sal, azúcar y canela

Jueves Detail Hobart, Take apart Cheese Grater & Clean ZONE CLEANING TAREAS

DE LIMPIEZA

Limpie la batidora de masa incluyendo el rallador de queso

Detail Pasta Cooker (Behind, Underneath, Probes & Drains)

Friday Lave la maquina de cocinar pasta incluyendo los lados y drenajes

Viernes Clean All Recipe & Charts

Limpie todas las cartas de preparación y recetas

Saturday Organize Walk-in & Dry Storage Shelving

Organicé el refrigerador y los estantes de comidas

Sábado Deck Brush floors (Under/Behind) Equipment

Refriegue los pisos incluyendo debajo de las maquinas

Sunday Detail Prep Area Walls

Limpie las paredes de su área

Domingo Clean Area Base Boards

Limpie los bordes/orillas de los pisos

fresh

pizza pasta

buffet

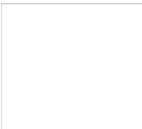
pizza salad

dessert

buffet

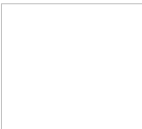
dessert pasta pizza

salad



Brownie
11/09/2012

Apple or Bav



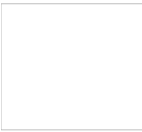
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BUFFET SET UP SCHEMATIC Garlic Italiano Parm Knots Resources Page 1

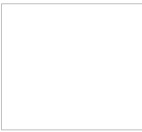
Deep Dish

Garlic Bread Guest Flow

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01/31/2013



Salad Mix Guests

Pasta Salad or Italian Salad
Hybrid Salad Bar Schematic Carrot Resources Page 4

ADDITIONAL TOPPINGS 1000 Option Tom or Option Crouton Onion

Blue Cheese Ranch

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Large Order Planning Form

-
1. Communicate order 2. Adjust Labor
3. Plan Cook Time 4. Insure proper prep levels, boxes, JMC order
-

Cook times are for 15 inch pizzas using ONE OVEN. (Adjust cook time if you are using more than one oven.)

Cook Times in terms of minutes

Number of	10	20	30	40	50	60	70	80	90	100
Pizzas										
Lincoln	14.50	24.35	34.20	44.05	53.50	63.35	73.20	83.05	92.50	102.35
Middleby	14.10	23.40	33.10	42.40	52.10	61.40	71.10	80.40	90.10	99.40
BOFI	11.28	19.00	26.32	35.14	42.46	50.18	57.50	65.22	72.54	80.26

of Ovens Cook time Order Name Contact Phone Number Email
Promise Time Pizzas Available

Order Checklist
Type of Pizza
Amount
Sign off

of Ovens Cook time Order Name Contact Phone Number Email
Promise Time Pizzas Available

Order Checklist
Type of Pizza
Amount
Sign off

of Ovens Cook time Order Name Contact Phone Number Email
Promise Time Pizzas Available

Order Checklist
Type of Pizza
Amount
Sign off

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CONFIDENTIALITY AGREEMENT INFORMATION CHECKLIST



Please complete and forward to the Compliance Team

Date of Request

Store #

Person Requesting

Name of Employee:

Position

Date of Hire or Promotion to Shift
Leader / Manager Position

Employee Home Mailing Address:

Employee Telephone Number:

Employee Fax Number:

Employee Personal Email Address:

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Manager Work Experience

1 Day Manager Work Experience Agenda

9:00 – 10:00 Orientation with Certification Supervisor: Release form, tour, introductions, schedule, expectations

10:00 – 10:40 Read Service section in Ops Manual/SNAP Mat

10:40 – 2:30 Stock

2:30 – 3:00 Lunch

3:00 – 4:30 Assist manager with mid-afternoon checklist

4:30 – 9:00 Stock

Day 2 Manager Work Experience Agenda

10:00 – 10:40 Assist manager with opening checklist

10:40 – 2:30 Stock

2:30 – 3:00 Lunch

3:00 – 4:30 Assist Manager with mid checklist

4:30 – 9:00 Stock

Expectations

Positive speech and body language. "Whatever it Takes"

Great Attitude!

Mentality, with a smile, eye contact and sincerity.

Initiates fun with team members and guests while remaining

Have Fun!

focused on duties.

Show Enthusiasm! Fast paced, energetic, verbal, asks questions, interested, excited.

Approaches guests, does not wait for them to approach. Helpful, or

Eager to Serve the Guests! finds someone who can help. Assists with special needs.

Comfortable

with guest interaction.

Builds Rapport with the Team! Respectful, helpful, fun and enthusiastic. Learns names.

Maintains fast, urgent pace throughout the day. Good attitude

Stamina!

late in the day, ready to do more at the end of the day.

Helpful, respectful, "Whatever it Takes" mentality. Looks for ways to

Team Player!

help in other areas.

Works hands on, does not try to back away, takes personal

Hands on Leadership!

responsibility for duties assigned.

In an abbreviated coaching situation, works to improve knowledge and

Adapts and Learns Quickly!

skills proactively. Adapts to new situations well.

Maintains a professional appearance. White 100% cotton long sleeve

Appropriate Uniform!

shirt; clean and pressed. Dress slacks, tie, dress shoes.

Arrive on Time! 15 minutes early is on time, on time is late.

Sense of Urgency! Quick, action oriented, fast paced.

Takes Initiative! Learns more than taught, does more than asked to do.

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RESTAURANT READINESS EVALUATION

Store #: Franchisee Staff Number:

Location: BEM Actual Sales:

Time In: Manager on Duty: Projected Shift Sales:

Time Out: Evaluation Date: ###

Instructions: If the property does not have an item or if it is N/A you are to give them a point for the item. No partial point amounts will be given in a line item. *For a detail explanation of each item see the Extraordinary Guide to the Restaurant Readiness Evaluation.

Front Register FRONT OF THE HOUSE

1 2 All guests greeted with a smile, eye contact and an enthusiastic "Hi welcome to CiCi's!"

2 1 "Are you familiar with our buffet?" asked If they cannot recognize the guest by name. Buffet described to first timers

3 1 32 oz cup sales procedures or current sales promotion offered, IWR/IWR process followed

4 1 Carry Out procedures followed, times managed/communicated, flow of ticket, proper packaging, guests shown product

5 1 Phone guests take priority. (before the 3 ring)

6 1 Proper phone greeting used. Suggestive selling is practiced

7 1 Restaurant prepared for Carry Out. (Guest checks, Pens, Boxes of all sizes, Proper amount of dough, Parmesan and Crushed pepper)

8 1 Guest checks written properly per manual. 7 pieces of information written on the check. Receipt stapled to check

9 1 Carry Out procedure knowledge (quiz greeters). How to suggestive sell? How to handle a paid vs. unpaid order?

10 1 Front counter/registers clean and organized. Only items present are items required to complete a guest transaction

11 1 Tray holding area, plates, trays, cups and receptacles are clean, dry with no chips or stains. Container for cup storage is clean

12 1 Front Counter, walls, doors, and Carry Out warmers clean and free of food debris or rust. Hanging lights clean & in good repair

13 1 Under counter office clean and organized. Clip boards, notebooks, and supplies are out of guest's sight

14 Total

Comments

Buffet

1 2 Buffet stocked to standard. 8 + 1 deep dish by 11:15, 12 pizzas by 12. 1/2 pizzas used when appropriate. Dessert selections to standard

2 2 Interaction at Buffet and dining room (smiling, offering special requests, attending to guests needs, use of names)

3 2 Adherence to shelf life rules on all cooked items

4 1 Consolidation procedures followed. (Like sauce with like sauce and meats with meats.)

5 1 Buffet stocked with clean utensils, free of build-up

6 1 Special requests procedure followed. Cones are clean, special request tickets and pens are available, names used

7 1 Warmers/pasta well clean (no grease or food build up)

8 1 All warmers & warmer lights operational/min. temp 150 (flat top)/170 (Box warmer). Surface thermometers available & temps recorded.

9 1 Pasta procedures to standard. Pasta pans, lids and ladles clean and in good repair. No build up

10 1 Sneeze guards clean no grease or food build up, free of scratches and cracks

11 1 Box storage shelves clean and organized. No dust build up, boxes are neatly stacked

12 1 FOH kitchen floor in good repair and sealed. No cracked or broken tiles through out kitchen and behind equipment

13 1 Buffet counter surface clean and in good repair. No unsightly nicks, deep scratches, cracked or missing sections

14 1 FRP or wall tile in kitchen in good repair. Properly sealed, no holes, or build-up

15 1 Display kitchen floors and base boards are clean, no build up of dirty pans

16 1 Sanitizing and Cleaning buckets prepared properly with warm water and clean towels through out Kitchen and BOH

19 Total

Comments

Dining Room DINING ROOM/ FRONT OF THE HOUSE

1 1 Appropriate TV station/music selection & volume. Preprogrammed material if available, News, sports, family sitcoms or cartoons on TV
2 1 Dining room temperature appropriate (recommended 76-78 degrees but must be comfortable for guests)
3 1 Proper table cleaning & pre-table cleaning procedures followed. No more than 2 dirty tables/2 min rule. Clean table cleaning cart, towels used properly
4 1 Windows and ledges clean and free of dust, dirt and food particle build-up
5 1 All door frames, thresholds, baseboards clean and in good repair
6 1 Half walls/booths/ledges/plants. Clean and free of debris. No buildup on wood booth tops
7 1 Tile and carpet floors clean. Corners, & areas under tables and chairs clean, free of build up
8 1 High chairs and boosters clean and in good repair
9 1 All tables in good repair (stable). No marring, chips or scrapes. No napkins used to level tables
10 1 All chairs and cushions clean and in good repair (no tears, rips, punctures or stains). No peeling paint. Booth and chair bottoms secured
11 1 Carpet, tile floor in good repair (Carpet- no rips, holes or frayed edges) (Tile- no broken, cracks or missing tiles)
12 1 Tint and blinds on windows in good repair. No scratches or missing pieces. Blinds are in good working order and clean
13 1 All FOH ceiling tile and grid in good repair (no stains) or rusting of dividers. No signs of water damage or stains
14 1 All light fixtures, hanging lamps and ceiling fans operational with working bulbs, no dust build-up
15 1 Picnic tables clean, free of visible soil and dust.
16 1 Beverage Counter, back splash, straw dispenser, silverware and condiment holder clean and free of debris. Soda selections to standard
17 1 Beverage center equipment is free of build up and operational. Soda diffusers, tea spouts, ice chute and ice tray clean and free of mold
18 1 Condiment shakers and napkin dispensers on tables are free of visible soil and filled properly
19 1 Cabinet areas organized, clean, and all product wrapped or covered
20 1 All doors on remote cabinets operational, and clean. Hardware secure
21 1 All A/C diffusers and intakes clean, free of dust and rust/painted
22 1 A/C filters clean. If filters are in roof units, filters should be dated or provide written documentation of last service within 30 days
23 1 Walls free of chips, nicks, dirt and marring. Appears freshly painted
23 Total

Comments

Restroom and Gameroom

- 1 1 All trash cans clean, lids in working order
- 2 1 Restrooms clean, stocked and deodorized
- 3 1 Paper Towel and soap dispensers clean, stocked and in good repair. Hand air dryer clean and operational
- 4 1 All floor drains clean and odor free
- 5 1 Bathroom floors, walls and doors clean and in good repair. No chips, cracks and sealed properly
- 6 1 Bathroom partitions in good repair (all lock). No visible rust or graffiti
- 7 1 All mirrors in good repair proper framing and clean, no rust
- 8 1 All urinals, toilets and sinks clean and in good repair. No rust and toilet seats are secure
- 9 1 Changing tables clean, Stocked, sanitary and in good repair. Straps are available and in working order
- 10 1 Gameroom clean (games and screens). All games in good working condition. Walls and floors clean including under and behind games
- 11 1 Team Members must wash hands chart posted. Team members are following proper hand washing procedures
- 11 Total

Comments

KITCHEN/FRONT OF THE HOUSE

- 1 2 All refrigeration in safe zone and listed on OMC (33° - 40°). Make table, walk-in, salad bar, stand up cooler
- 2 2 Oven fingers and settings correct. Oven schematic posted, oven temp within +/- 20 degrees of spec (475°)
- 3 1 Proper pressing and docking procedures followed. Dough press set at 150°. Hot side down on screen, Docker has all spikes intact
- 4 1 Dough press clean and in good working condition. Dough press holds temp and presses dough evenly
- 5 1 Stretch table clean (legs, shelf, under table, splash wall). Proper Dough warming procedures followed
- 6 1 Make table set up, make table schematic posted. All produce cut to standard
- 7 1 Make table clean & organized. All product wrapped or covered and in proper container. Gaskets clean and no mold or build up is visible
- 8 1 Cook scales (2) calibrated, clean and in good working order
- 9 1 Wing shelf life followed, proper cooking, saucing and serving procedures followed
- 10 1 Adherence to shelf life rules on all uncooked items. 30 min. Rule on wall, no out of date product, all prepped items are labeled correctly
- 11 1 Toppings weighed/counted properly. Current charts- A/B rotation, Md DD, Lg DD, Specialty Charts, Lg/Md/Sm Topping Chart, 1/2&1/2 chart
- 12 1 Saucing procedures. 1 inch crust on round pizzas. No tracks visible, quiz cook on proper sauce amounts
- 13 1 Cheese application procedure correct, scales used 100%. Cheese to the edge with no cheese on crust, no red spots larger than 1/4 inch
- 14 1 Correct spoodle sizes. Alf, Zesty= 2oz/ BBQ, Spin, BC, Mac-n-Cheese= 3oz/ Pizza sauce & Crumb topping = 4oz/ Apple topping 5oz
- 15 1 Cut table set up, charts posted (Dessert, Pizza cutting charts. Wing saucing chart, cut table schematic)
- 16 1 Cut table clean. (Under shelving, legs, storage containers, warmers, walls)
- 17 1 Cutting procedure followed. (Buffet, To Go, dessert. No cutting on screens, 1/8 turn)
- 18 1 Dessert procedures followed, even coverage of cinnamon sugar, correct icing and powdered sugar
- 19 1 Proper placement of all items into oven. All items allowed to completely exit the oven. Chart posted. (Observe and quiz cook)
- 20 1 Oven hoods are clean (inside and out) operational.
- 21 1 Oven clean (interior, exterior, inserts). No brown spots on exterior-doors-windows. No excessive build up on conveyor
- 22 1 All FOH floor drains clean
- 23 1 All FOH hand sinks are clean, stocked and operational
- 24 1 Salad bar set up to spec according to schematic (schematic posted). Cooler organized and clean and at proper temp. Items labeled
- 25 1 Salad items and dressing full, including all items out of refrigeration (labeled). Proper procedures followed for Caesar and Signature salads
- 26 1 Salad bar top lights and sneeze guard clean and operational (no scratches on sneeze guard or food build-up)

27 1 Salad bar top clean and in good repair, no scratches, mold or discoloration. Salad bowls clean with no build up or mold
28 1 Proper FIFO practiced. Enough storage containers to maintain proper rotation. Product labeled
29 1 Kitchen ceiling tile, light covers clean and in good repair
31 Total

Comments

BACK OF THE HOUSE

1 5 All food meets CiCi's specifications, No unapproved products
2 2 All thermometers being used for prep area/calibrated to 32 degrees(+ or - 2 degrees), No cracks on thermometers
3 2 All food products labeled and dated to standard (all non-prepped items are labeled with date received)
4 2 All products within shelf life per manual. (Walk-in/dry storage/prep area/buffet/salad bar/make table)
5 2 All food product stored 6" off the floor
6 1 Light covers in good condition. (Clean, no missing light covers)
7 1 Walk-in walls, floors, ceiling, lighting, condenser, door gaskets (no mold) and doors (inside & out) clean and in good repair
8 1 Refrigeration unit is free of condensation, drains properly, free of ice
9 1 All metro shelving organized, clean, free of rust and food build-up. (Walkin, chemical, coke, dry storage, dish area)
10 1 All dunnage racks clean free of rust and food build-up
11 1 Latest version of recipe cards posted (recipes clean). (Round dough, DD, Cinn/ Garlic, Sauces, Pasta/FB/ Cheese)
12 1 All pound and ounce scales accurate and clean. Free of build up. (Lb. Scale 2 rolls of quarters = 1 lbs.) (Oz. Scale 1 roll of dimes = 4 oz.)
13 1 Dough racks, bakers pans and brownie pans clean (no build up). Deep dish pans are being run through oven (no build up)
14 1 Prep Build To Chart updated within 30 days (date listed), accurate, in use
15 1 Round dough recipe followed. (correct weights, dough ball sealed properly, pans wrapped airtight and labeled)
16 1 Deep dish recipe followed. Proper rise-1/2 way up the pan. Yeast kept refrigerated. All pans labeled/wrapped. (2 step press process)
17 1 Sauce recipes followed. Stored in proper containers. Pizza in clear 1/2 pans, Pasta in white plastic bucket, labeled & wrapped properly
18 1 Pasta noodles recipe followed. No evidence of condensation on inside of bus tub lid, oiled properly, Pasta machine set at 8 min.)
19 1 Cheese prep procedures followed. Proper cut and length, shred on the proper speed, graybus tub only, no more than 3/4 full)
20 1 Garlic bread procedures followed. Dough pressed to edges with Butter flavored topping & Garlic/Parm/Oregano distributed evenly
21 1 Frymaster clean (baskets, top, sides, legs). No starch build up including probes and drains and operational
22 1 Prep tables, shelving, legs, casters and under table is clean and free of rust or food build-up
23 1 All hand sinks, towel & soap dispensers are clean, stocked and operational. No drips, Hot water and hand washing charts available
24 1 Can opener - blade clean and rust free, no build up around base
25 1 Mixer- rust free, mixing bowl (in & out), machine and cord cleaned daily and free of buildup. Timer works properly
26 1 Ice Machine Clean inside and out. Legs, ice scoop and bucket clean. No mildew, mold, lime deposits around bin, doors and in ice chute

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27 1 Dish sinks (inside and out), splash walls and pipes clean and free of rust or build-up. Faucet and sprayer in good repair. No leaks

28 1 Dishwasher clean and free of lime inside & out. Sprayer arms functional, pH strips readily available & in use. Chemical levels correct

29 1 Dish machine water temperatures correct for high and low temp machines. Chemicals are at safe level 50-100 PPM

30 1 All silverware presoaked in 3rd pan with dish detergent and warm water

31 1 Proper dishwashing procedures followed, 3 compartment sink is set-up to standard. 2 sinks for pre-soaking (1 for pans, 1 for plates)

32 1 All utensils cleaned and stored to dry (sanitized). All dish racks clean and in good repair. No buildup

33 1 All trash cans & lids clean (inside and out) & in good repair. No stains. Odor free

34 1 Chemical bottles clean, labeled properly with correct chemical and stored properly. (diluted properly) No chemicals on food racks

35 1 All lexan, bus tubs and equipment clean, in good repair, no cracks or chips. Free of visible soil and build up

36 1 All BOH walls are clean and in good repair. Free of visible soil

37 1 All BOH ceiling tile, vents, lights and light covers clean and in good repair

38 1 All BOH floors, drains clean and free of debris and unpleasant odor

39 1 Mop sink clean and in good repair. All cleaning utensils stored properly

40 1 Hot water heater clean and free of build up

48 Total

Comments

ADMINISTRATIVE / MANAGERIAL / MSC

1 5 Certified manager on duty during open hours

2 5 Restaurant free of infestation. Minimum of 1 current monthly inspection and treatment report present

3 2 OMC checklist completed. (Completed 100%, Temperatures recorded, Closes graded, Highlighting the opportunities)

4 1 Federal and state Labor law posters current and posted (Current year and posted in visible location for team members)

5 1 Manager is managing from the Guests First Intersection

6 1 Appropriate doors locked and unlocked per manual

7 1 Back doors locked during shift with alarm or panic bar operational

8 1 Dumpster and dumpster area clean/operational. (No debris, clean and free of odor other than cleaning agent, dumpster door closed)

9 1 Current operations manual complete and readily available. Updates current within 30 days

10 1 Weekly & monthly cleaning checklists complete. Team members current on safety meetings. Previous days cleaning tasks completed

11 1 STARS are up to date (poster is hung and current). (MSDS sheets are up to date & team member understand how it is used)

12 1 Game Plan is written out 100% for the shift

13 1 Outside front doors (no grease, cigarette butts, trash or visible weeds around front or perimeter of store)

14 1 All exterior signage and lighting clean, in good repair and are to standard. Awning, channel letters & pole sign (To Go Sign)

15 1 Window signage to spec (no tears, fading or missing letters)

16 1 Hours of operation posted (to spec with no missing letters), Restaurant opened at times posted

17 1 All interior signage clean, in good repair and are to standard. Free of visible soil, breakage of letters and no burned-out lights

18 1 Staffing appropriate for projected volume according to minimum labor guide requirements. Minimum 4 team members for volume shifts

19 1 All team members in clean spec uniform. All managers in spec uniform. (jewelry policy adhered to)

20 1 Grooming standards per manual specs. (Clean shaven, No Beards, No Visible Tattoos, Hair is kept neat and pulled back)

21 1 First aid kit stocked and accessible to employees. Weight belts available. Finger cots, gloves, Band-Aids, Eye Wash, Burn Spray

22 1 Fire extinguisher - In easily accessible location, charged (Date _____) and in working order (Clean and tagged by Fire Marshall)

23 Review last health inspection Note score or grade _____

31 Total

Comments

RESTAURANT READINESS SCORE SUMMARY

Kitchen/ Front of the House Act. Score Available BACK OF THE HOUSE Act. Score Available
Front Register 14 Back of the House

Buffet 19 Total % 48
Dining Room 23 ADMIN/ MANAGERIAL/ MISC. Act. Score Available

Restrooms/Gameroom 11 Total % 31
Kitchen/Front of House 31

Total % 98 Health Inspection Report

Actual Score Available 177 Actual Score %
Actual score ÷ Available score = Score Last Ops Score
Follow up needed: Yes/No Follow up after: _____ Market Average Score
Store is _____ out of _____
Franchisee given a signed copy: Yes / No
CRI Average
Franchisee/Manager signature _____

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Restaurant Readiness ATTACK Plan



Success at CiCi's is built on hard work and an ability to be stubborn with the standards.
To consistently be great,

Action managers will need to take a systematic approach to managing the restaurant.

Using the CiCi's systems allows a manager

to be proactive versus reactive. Every item missed on the Restaurant Readiness

Evaluation was missed because of a

break down of one of our basic systems. Identify the system that needs to be

addressed and then list the actions you will

take to drive your restaurant to greater operations.

CiCi's to

Keep Dominating CiCi's Success System

OMC Checklist * Zone Cleaning * STARS * Monthly Cleaning

Guests First Road Map * Production Chart * Quality Prep Recipes

Prep to Build Chart * Team Member Schedule * Manager Weekly Goals

Choose system that Actions I will take By When

is broken

OMC

Zone Cleaning

Monthly

Production chart

Zone Cleaning

STARS

Quality

Guests 1st Road Map

Manager Wkly Goals

OMC

Zone Cleaning

Monthly

Production chart

Zone Cleaning

STARS

Quality

Guests 1st Road Map

Manager Wkly Goals

OMC

Zone Cleaning

Monthly

Production chart

Zone Cleaning

STARS

Quality

Guests 1st Road Map

Manager Wkly Goals

OMC

Zone Cleaning

Monthly

Production chart

Zone Cleaning

STARS

Quality

Guests 1st Road Map

Manager Wkly Goals

OMC

Zone Cleaning

Monthly

Production chart

Zone Cleaning

STARS

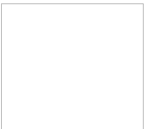
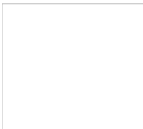
Quality

Guests 1st Road Map

Manager Wkly Goals

BEM Signature _____ Franchisee/Operator Signature

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GUESTS NAME GUESTS NAME GUESTS NAME GUESTS NAME

RED WHITE BLUE

RED WHITE BLUE

RED WHITE BLUE

RED WHITE BLUE

GREEN BLACK

GREEN BLACK

GREEN BLACK

GREEN BLACK

PURPLE YELLOW

PURPLE YELLOW

PURPLE YELLOW

PURPLE YELLOW

ORANGE BROWN

ORANGE BROWN

ORANGE BROWN

ORANGE BROWN

TIME OF DAY YOUR INITIALS TIME OF DAY YOUR INITIALS TIME OF DAY YOUR INITIALS TIME OF DAY YOUR INITIALS

TYPE OF PIZZA TYPE OF PIZZA TYPE OF PIZZA TYPE OF PIZZA

TYPE OF PIZZA TYPE OF PIZZA TYPE OF PIZZA TYPE OF PIZZA

WINGS SIZE FLVR

WINGS SIZE FLVR

WINGS SIZE FLVR

WINGS SIZE FLVR

GUESTS NAME GUESTS NAME GUESTS NAME GUESTS NAME

RED WHITE BLUE

RED WHITE BLUE

RED WHITE BLUE

RED WHITE BLUE

GREEN BLACK

GREEN BLACK

GREEN BLACK

GREEN BLACK

PURPLE YELLOW

PURPLE YELLOW

PURPLE YELLOW

PURPLE YELLOW

ORANGE BROWN

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TIME OF DAY YOUR INITIALS TIME OF DAY YOUR INITIALS TIME OF DAY YOUR INITIALS TIME OF DAY YOUR INITIALS

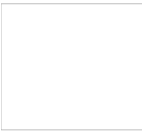
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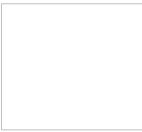
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02/23/2011



RD

RD

RD CIN

RD APL

Italiano

BROWNIE

TWO BUFFET SET UP SCHEMATIC Resources Page 19
RD

RD RD

RD DD

Buffet
RD
Second RD

RD

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First Flip

Guests

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